

Contents

ANNEXURE 1: MUNICIPAL SECTOR PLANS, POLICIES & BY-LAWS	2
ANNEXURE 2: ABRIDGED ORGANOGRAM	8
ANNEXURE 3: STAKEHOLDER REGISTER.....	18
ANNEXURE 4: CUSTOMER CARE	27
ANNEXURE 5: COUNCIL RESOLUTION FOR THE IDP PROCESS PLAN.....	33
ANNEXURE 6: COUNCIL RESOLUTION FOR DRAFT IDP ADOPTION.....	34
ANNEXURE 7: COUNCIL RESOLUTION FOR THE ADOPTION OF THE FINAL IDP	35
ANNEXURE 8:RESOLUTION OF S 81 MPRA	35
ANNEXURE 9: COUNCIL ADOPTION OF HR STRATEGY	36
ANNEXURE 10: DRAFT SDBIP – Contained in a separate document.....	36

ANNEXURE 1: MUNICIPAL SECTOR PLANS, POLICIES & BY-LAWS
2025-2026 SENQU MUNICIPALITY – POLICY INDEX

No	POLICY	ANY PROPOSED CHANGES	DATE APPROVED/ REVIEWED	Resolution No	REVIEWAL DATE	RESPONSIBLE DEPARTMENT/PERSON	DATE OF EFFECTIVENESS
1	Delegation Framework	NO	November 2021		When required	Manager Strategic Support	01 JULY 2024
2	Communication & Information Disclosure	NO	11/2005		When required	Manager Strategic Support	01 JULY 2024
3	Public Participation	NO	30/07/2021	039/OCM/21	When required	Manager Stakeholder & IGR	01 JULY 2024
4	Vulnerable Groups Mainstreaming	NO	30/07/2021	041/OCM/21	When required	Manager Stakeholder & IGR	01 JULY 2024
5	Customer Care Policy	NO	30/07/2021	040OCM/21	When required	Manager Stakeholder & IGR	01 JULY 2024
6	Customer Care Policy Statement	NO	2010		When required	Manager Stakeholder & IGR	01 JULY 2024
7	Central Register Manual	NO	27 March 2013	10.5 – 1.5	When required	Manager Council Support	01 JULY 2024
8	Records Management	NO	27 March 2013	10.5-1.6	When required	Manager Council Support	01 JULY 2024
9	Communication Policy	YES	15 May 2024	041/SCM/24	When required	Manager Strategic Support	01 JULY 2024
10	Communication Strategy 5 years	NO	30 May 2022		When required	Manager Strategic Support	01 JULY 2024
11	Social media	YES	15 May 2024	041/SCM/24	When required	Manager Strategic Support	01 JULY 2024
12	Branding Policy	YES	15 May 2024	041/SCM/24	When required	Manager Strategic Support	01 JULY 2024
13	Internal Audit Charter	NO	19 March 2018		Annually	Chief Audit Executive	01 JULY 2024
14	Audit Committee Charter	NO	18 March 2018	Approved by audit committee	When required	Chief Audit Executive	01 JULY 2024
15	PAIA Manual	YES	15 May 2024	036/SCM/19	When required	Manager Strategic Support	01 JULY 2024
16	Anti-corruption strategy	NO			When required	Manager Governance & Compliance	01 JULY 2024
17	Performance Management	NO	2021		When required	Manager Governance & Compliance	01 JULY 2024
18	Risk Management Policy and Framework	YES	15 May 2024	041/SCM/24	When required	Manager Governance & Compliance	01 JULY 2024
MUNICIPAL TRANSFORMATION AND ORGANISATIONAL DEVELOPMENT							
19	Leave	NO	31 May 2023	027/SCM/23	When required	HR,LR & Legal Manager	01 JULY 2024
20	Recruitment and Selection	YES	15 May 2024	041/SCM/24	When required	HR,LR & Legal Manager	01 JULY 2024
21	Skills Development	YES	15 May 2024	041/SCM/24	When required	HR,LR & Legal Manager	01 JULY 2024
22	Promotion, Demotion and Transfer	NO	31 March 2015	10.7.2.1.1	When required	HR,LR & Legal Manager	01 JULY 2024
23	Bereavement	YES	15 May 2024	041/SCM/24	When required	HR,LR & Legal Manager	01 JULY 2024
24	Remuneration	YES	15 May 2024	041/SCM/24	When required	SEM, HR, LR & Legal Manager	01 JULY 2024
25	Subsistence and Travelling	YES	15 May 2024	041/SCM/24	When required	LR & Legal Manager	01 JULY 2024
26	Employee's assistance Programme (EAP)	YES	15 May 2024	041/SCM/24	When required	LR & Legal Manager	01 JULY 2024
27	Essential user scheme	NO	29 September 2014	10.6.1	When required	SEM	01 JULY 2024
28	Relocation	NO	6 June 2016	7.1.3.1	When required	LR & Legal Manager	01 JULY 2024

No	POLICY	ANY PROPOSED CHANGES	DATE APPROVED/ REVIEWED	Resolution No	REVIEWAL DATE	RESPONSIBLE DEPARTMENT/PERSON	DATE OF EFFECTIVENESS
29	Perks/travelling allowance	NO	26 May 2021	025/SCM/21	When required	LR & Legal Manager	01 JULY 2024
30	Scarce Skills Remuneration	NO	6 June 2016	7.1.3.1	When Required	LR & Legal Manager	01 JULY 2024
31	Housing Subsidy/Allowance Scheme Home Owners and Gap Market Employees	NO	6 June 2016	7.1.2.1	When required	LR & Legal Manager	01 JULY 2024
32	Cellular Phone	NO	30 May 2025	010/SCM/21	Annually	LR & Legal Manager	01 JULY 2024
33	Termination of Employment	NO	31 May 2023	023/OCM/17	When required	LR & Legal Manager	01 JULY 2024
34	Training and Development	NO	6 June 2016	7.1.3.1	When required	LR & Legal Manager	01 JULY 2024
35	Sexual Harassment	NO	29 September 2015	10.1.1.1	When required	LR & Legal Manager	01 JULY 2024
36	Health and Safety	NO	28 July 2017	023/OCM/17	When required	LR & Legal Manager & OHS Committee	01 JULY 2024
37	Sport, Recreation and Wellness	NO	29 September 2015	10.1.1.	When required	LR & Legal Manager	01 JULY 2024
38	Alcohol and Drug abuse	NO	29 September 2015	10.1.1.1	When required	LR & Legal Manager	01 JULY 2024
39	Affirmative Action and Employment Equity	NO	28 March 2014		When required	LR & Legal Manager	01 JULY 2024
40	Attraction & Retention	NO	28 March 2014	10.3.1.1	When required	LR & Legal Manager	01 JULY 2024
41	Disciplinary and Grievance Policy & Procedure	NO	23 August 2018	051/SCM/18	When required	LR & Legal Manager	01 JULY 2024
42	Qualification Recognition	NO	23 August 2018	051/SCM/18	When required	LR & Legal Manager	01 JULY 2024
43	Exit Interviews	NO	2010				01 JULY 2024
44	Telephone Usage	NO	27 March 2013	10.5-1.4	When required	Manager Council Support	01 JULY 2024
45	Housing	NO	27 March 2013	10.5-1.8	When required	Manager Council Support	01 JULY 2024
46	Catering	NO	31 March 2015	10.7.2.1	Annually	Manager Council Support	01 JULY 2024
47	Fleet Management	NO	3 July 2009	8.5-3.2	When required	Manager Roads	01 JULY 2024
48	Internship Programme Framework and Policy	NO	31 May 2023		When required		01 JULY 2024
49	Inservice Training	NO	31 May 2023		When required		01 JULY 2024
50	Danger Allowance	NO			When required		01 JULY 2024
51	Probation Management	NO	31 May 2023		When required		01 JULY 2024
52	Telephone Usage	NO			When required		01 JULY 2024
53	Vehicle Allowance	NO	31 May 2023		When required		01 JULY 2024
54	Use of Mayor & Speaker Vehicle	NO	5 December 2014	10.7.3.1	When required	Manager Strategic Support	01 JULY 2024
FINANCIAL VIABILITY AND MANAGEMENT							
55	Supply Chain Management	YES	31 March 2025		Annually	Manager SCM	31 March 2025
56	Credit Control and Debt Collection	YES	31 March 2025		Annually	Manager Revenue	31 March 2025
57	Asset Management and Insurance	YES	31 March 2025		Annually	Manager SCM	31 March 2025
58	Property Rates and Valuation	YES	31 March 2025		Annually	Manager Revenue	31 March 2025

No	POLICY	ANY PROPOSED CHANGES	DATE APPROVED/ REVIEWED	Resolution No	REVIEWAL DATE	RESPONSIBLE DEPARTMENT/PERSON	DATE OF EFFECTIVENESS
59	Information System Security/IT Change Management Patch Management Privacy Network access Server Hardening Account Management Policy Administration and Special access Physical security Portable computing Password Acceptable Use Virus Protection Vendor Access Network configuration Electronic Mail Software Licencing	NO	30 June 2016 All these policies form part on the one main IT policy	10.3.3.	When required	Manager ICT	01 JULY 2024
60	ICT Strategic Plan	YES	15 May 2024	041/SCM/24	When required	Manager ICT	01 JULY 2024
61	Municipal Corporate Strategic ICT Governance Framework	NO	31 May 2023		When required	Manager ICT	01 JULY 2024
62	Tariff & Services	YES	31 March 2025	041/SCM/24	Annually	Manager Revenue	31 March 2025
63	Disaster Recovery Plan Municipal Corporate Governance of information Communication Technology (MCGICT) Senqu Municipality Disaster Recovery Plan IT Data Backup Recovery & Retention IT Governance Charter IT Internal Audit Plan IT Management IT Operating Systems Security IT Project and Portfolio Management IT Risk Management IT Risk Register Template IT Security control IT SLA Management IT User Access Management IT Strategic Plan	YES	15 May 2024	041/SCM/24	When required	Manager ICT	01 JULY 2024
64	Borrowing and Funding and Reserves	YES	31 March 2025	041/SCM/24	Annually	CFO	31 March 2025
65	Cash Management and Investment	YES	31 March 2025	041/SCM/24	Annually	Manager Revenue	31 March 2025

No	POLICY	ANY PROPOSED CHANGES	DATE APPROVED/ REVIEWED	Resolution No	REVIEWAL DATE	RESPONSIBLE DEPARTMENT/PERSON	DATE OF EFFECTIVENESS
66	Debt Incentive Scheme	YES	31 March 2025	041/SCM/24	Annually	Manager Revenue	31 March 2025
67	Impairments to debtors and the writing off Irrecoverable Debt 2021-22	YES	15 May 2024	041/SCM/24	Annually	Manager Revenue	01 JULY 2024
68	Free Basic Services and Indigent Subsidy	YES	31 March 2025		Annually	Manager Revenue	31 March 2025
69	Virement	YES	31 March 2025		Annually	Manager BTO	31 March 2025
70	Municipal Cost Containment	YES	31 March 2025		Annually	CFO	31 March 2025
71	IDP (Integrated development Plan) Process and Budget	YES	31 March 2025				31 March 2025
72	Liquidity	YES	31 March 2025		Annually	Manager BTO	31 March 2025
SPATIAL RATIONAL							
73	Subdivision, rezoning, consolidation and building	NO	29 September 2015	10.4.1.1.		Manager Housing and Town Planning	01 JULY 2024
LOCAL ECONOMIC DEVELOPMENT							
74	Street and Public Names	NO	2021		When required	Manager IPED	01 JULY 2024
75	Draft Trade and Investment	NO	Draft 2018		When required	Manager IPED	01 JULY 2024
BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT							
76	Roads	NO	26 June 2015	11 5.8	When required	Manager Roads	01 JULY 2024
77	Pauper Burial	NO	2 November 2010	7.10-3.1	When required	Manager Community Services	01 JULY 2024
78	Use of Municipal Facilities	NO	2010		When required	Manager Community Services	01 JULY 2024
79	Expanded Public Works (EPWP) Framework and policy	NO	31 May 2023		When required	Manager PMU	01 JULY 2024
80	EPWP Framework Phase 3	NO	May 2016		When required	Manager PMU	01 JULY 2024
81	EPWP Framework Phase 4	NO	2020		When required	Manager PMU	01 JULY 2024
82	Code of Ethics for Municipal staff	YES	15 May 2024	041/SCM/19			01 JULY 2024
83	Individual performance policy	YES	15 May 2024	041/SCM/19			01 JULY 2024
84	Fraud prevention plan	YES	15 May 2024	041/SCM/19			01 JULY 2024

BYLAWS

Bylaw	Gazette promulgated	Date
Building control 2017	4217	1 April 2019
Child care services 2017	4217	1 April 2019
Corporate identity 2017	4217	1 April 2019
Credit control and debt collection	4217	1 April 2019
Electricity supply 2017	4217	1 April 2019
Indigent support 2017	4217	1 April 2019
Keeping of animals, birds and poultry and businesses relating thereto 2017	4217	1 April 2019
Municipal Commonage 2017	4217	1 April 2019

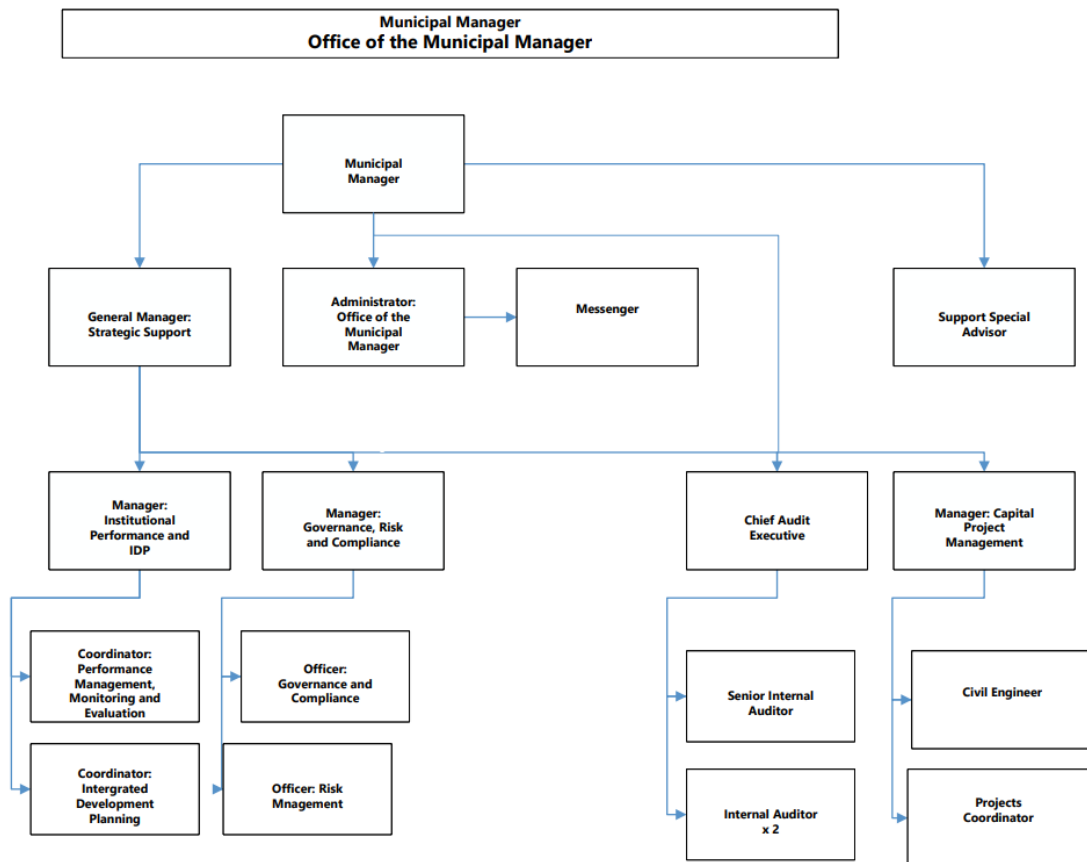
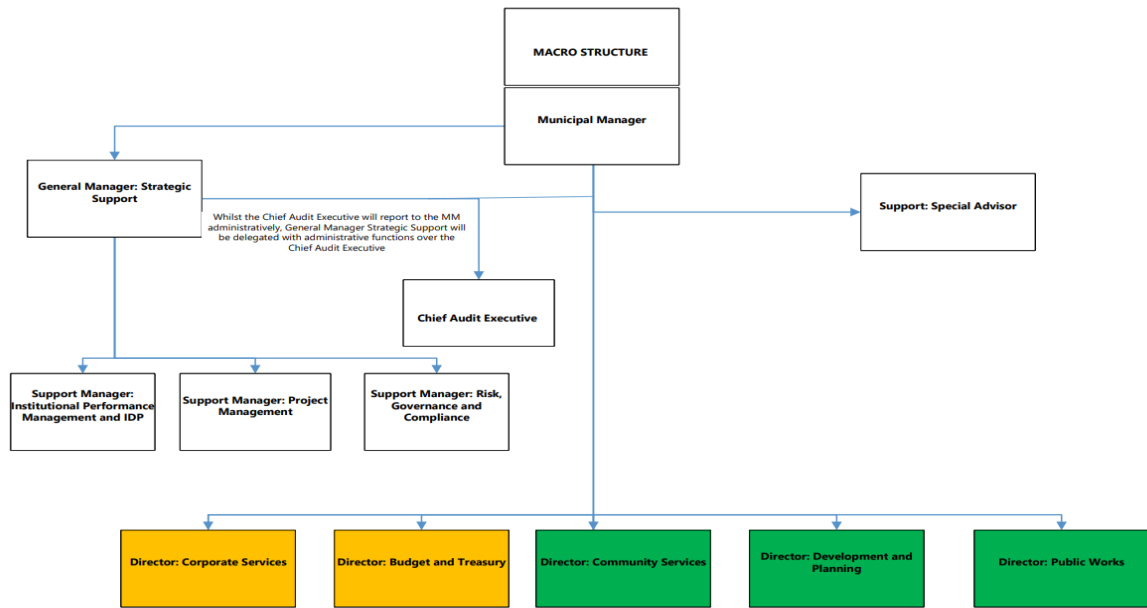
Nuisance Control 2017	4217	1 April 2019
Outdoor advertising and signage 2017	4217	1 April 2019
Prevention of tampering with electrical installations and the improper and unauthorised use of such installations 2017	4217	1 April 2019
Liquor Trading 2017	4217	1 April 2019
Property Rates 2017	4217	1 April 2019
Public Amenities 2017	4217	1 April 2019
Street lighting 2017	4217	1 April 2019
Tariffs 2017	4217	1 April 2019
Roads and streets 2017	4217	1 April 2019
Road traffic 2017	4217	1 April 2019
Business and street trading 2017	4217	1 April 2019
Wayleaves 2017	4217	1 April 2019
Waste Management 2017	4217	1 April 2019
Anti Land Invasion bylaw		December 2022
SPLUMA bylaw		2016

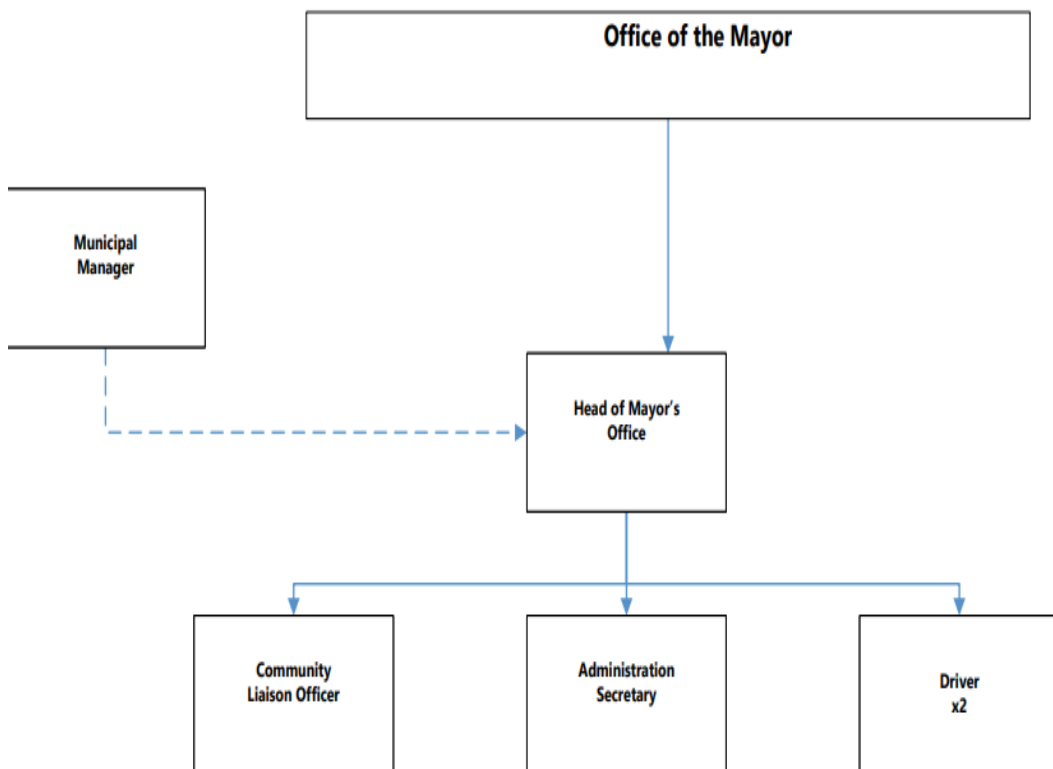
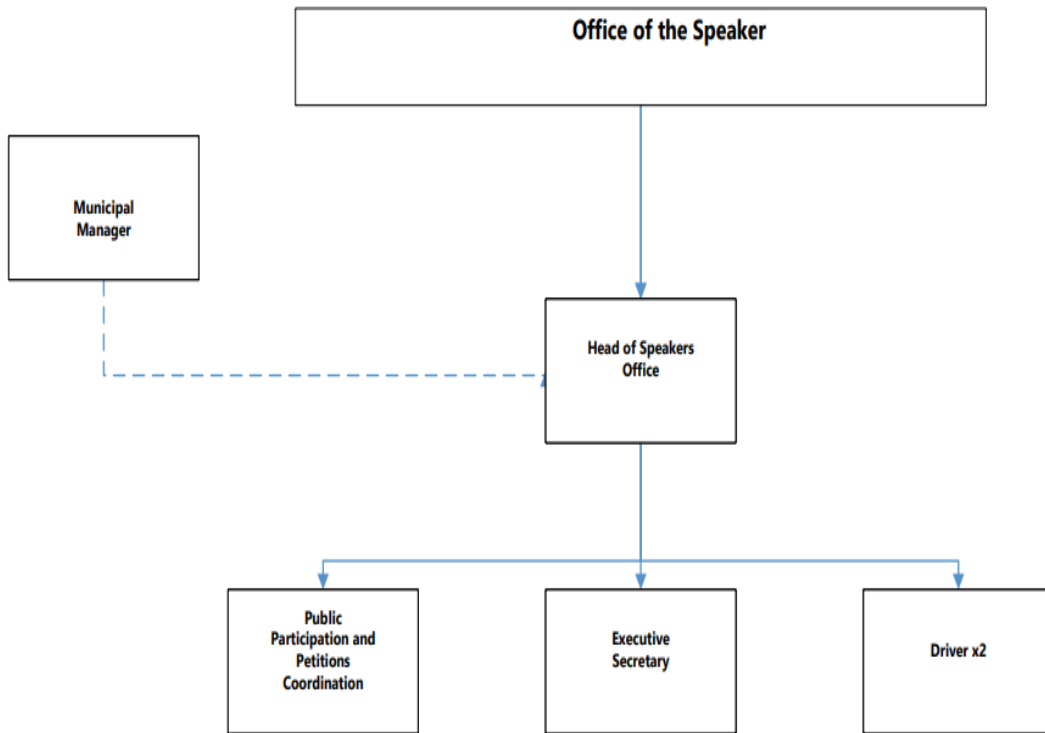
MUNICIPAL PLANS AND STRATEGIES

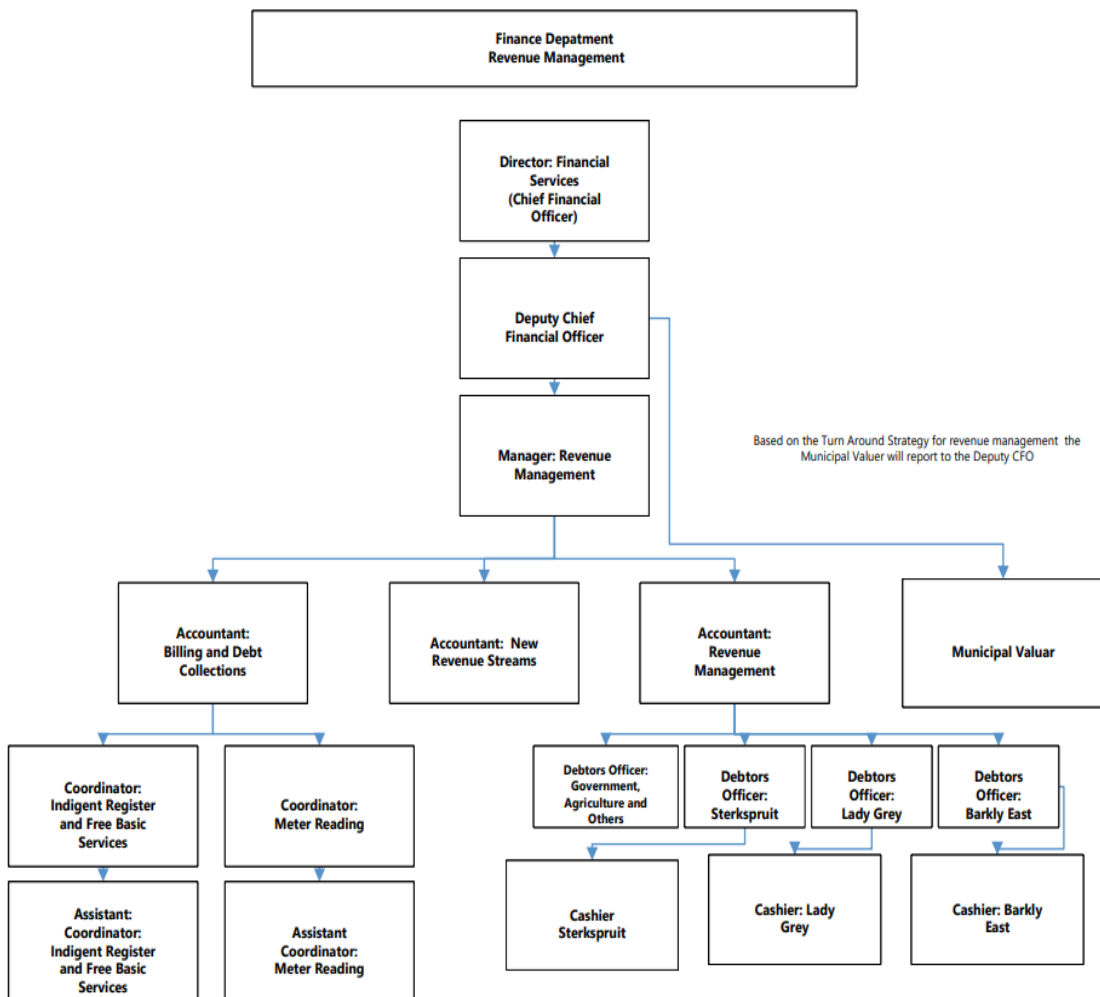
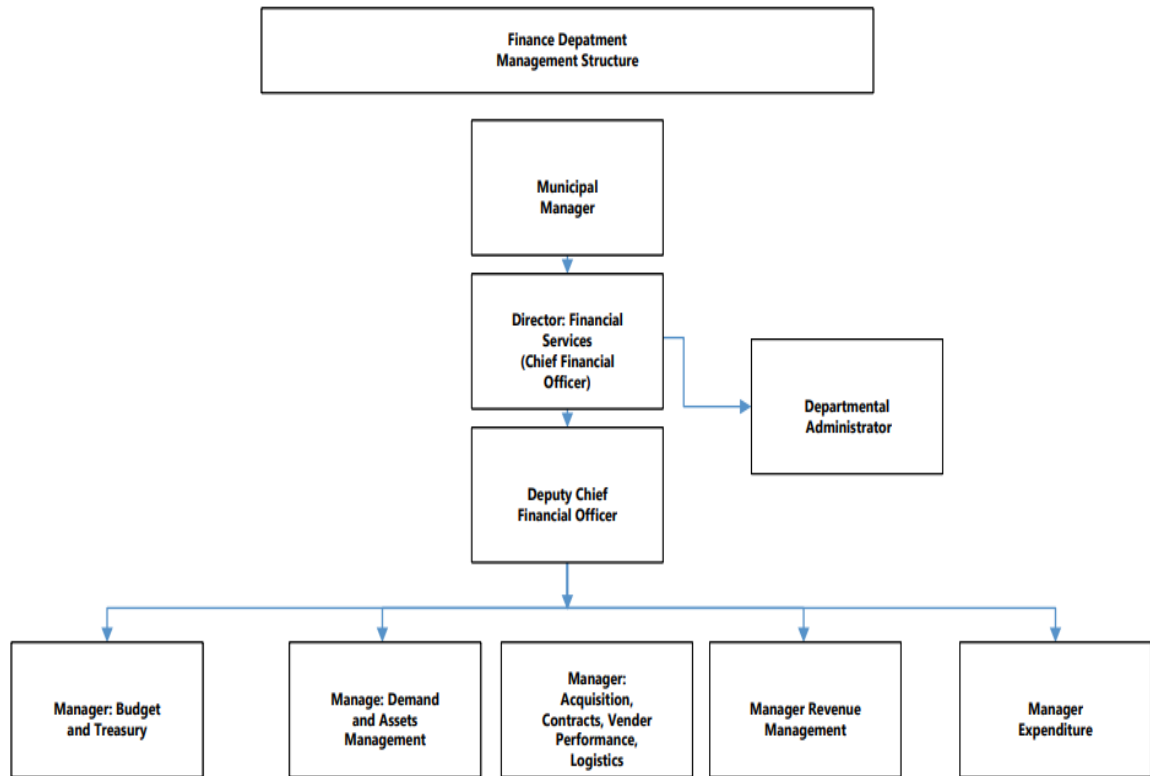
No	Plan or Strategy	Adoption date	Resolution No	Review when	Responsible Department
1	HIV & AIDS Strategy	27 March 2013	10.16.1	When required	Corporate Services
2	Branding Manual	2022		When required	Municipal Manager
3	Spatial Development Framework	December 2022		Every 5 years	DTPS
4	Sterkspruit LSDF 2017	2017		When required	DTPS
5	Lady Grey LSDF 2020	2020		When required	DTPS
6	Barkly East LSDF 2021	2021		When required	DTPS
7	Housing Sector Plan 2026			When required	DTPS
8	Land Use Management System and Framework	31 March 2017		When required	DTPS
9	Fraud Prevention Plan	December 2018		When required	Municipal Manager
10	LED Strategy	July 2025		Every 5 years	DTPS
11	Responsible Tourism Plan	July 2025 as part of the LED Strategy		Every 5 years	DTPS
12	Sterkspruit Small town revitalisation	2016		When required	DTPS
13	Barkly East Small Town revitalisation Plan	2017		When required	DTPS
14	Draft Integrated Waste Management Plan			Every 5 years	Community Services
20	5 Year financial Plan	Adopted May 2022 and reviewed annually with IDP		Every 5 years	Finance
21	Work Place Skills Plan	Adopted annually		Annually	Corporate Services
22	Employment Equity Plan	November 2022		Every 5 years	Corporate Services
23	HR Strategy	29 May 2020		Every 5 years	Corporate Services
24	Organogram	Reviewed annually and adopted with IDP		Annually	
25	Water Services Development Plan, Water Resources Plan, Forestry Plan	Utilise JGDM		Every 5 years	JGDM
26	Draft Integrated Transport Plan			Every 10 years	Community services

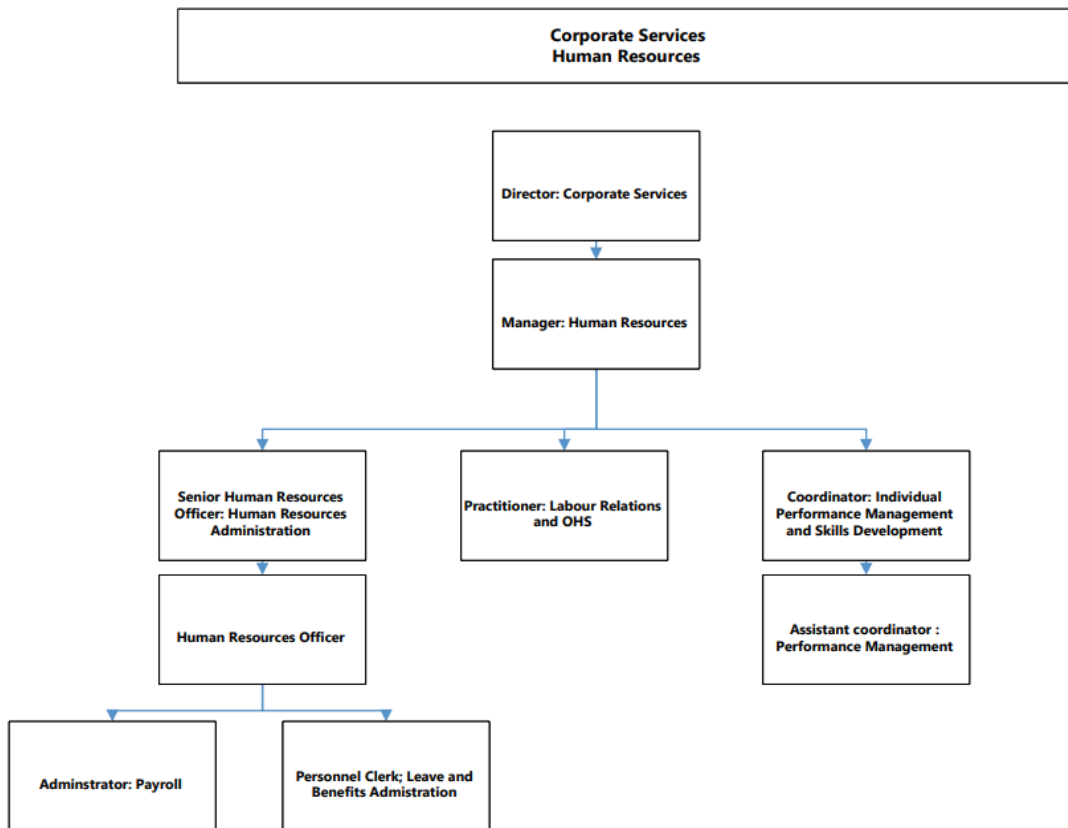
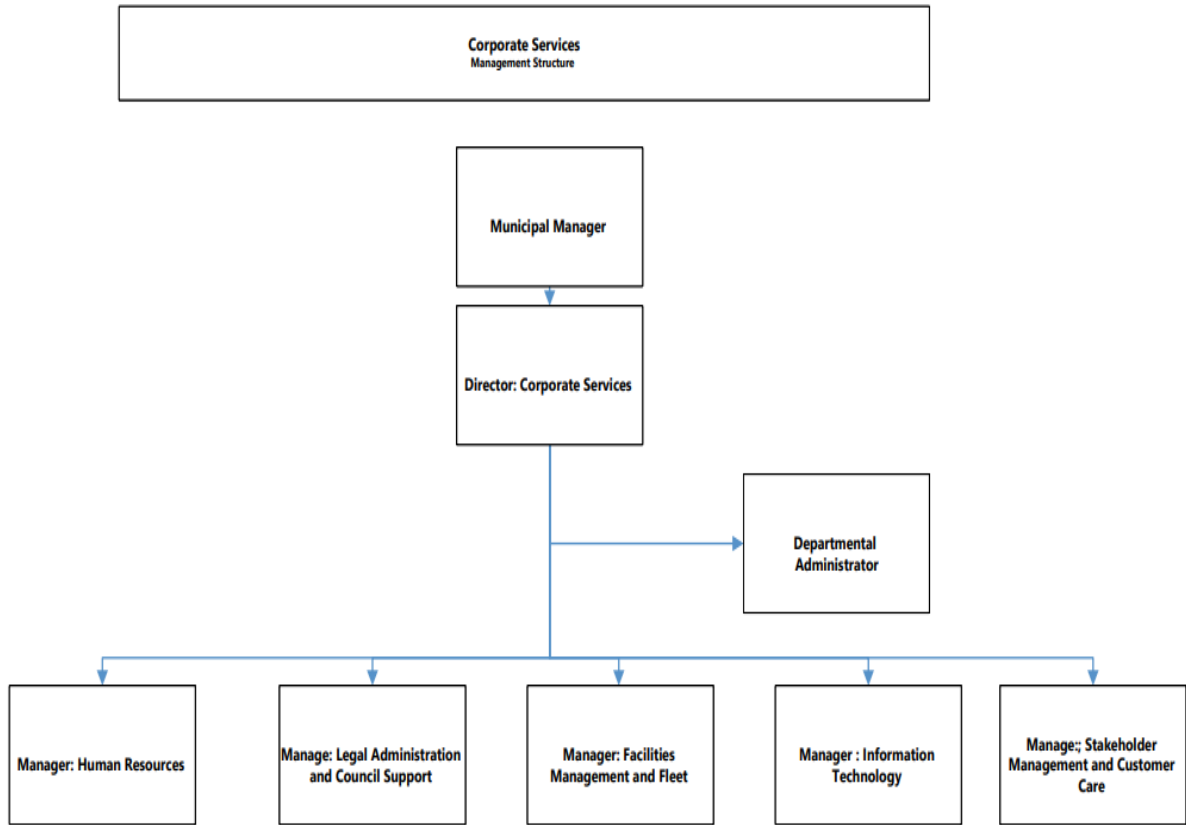
No	Plan or Strategy	Adoption date	Resolution No	Review when	Responsible Department
27	Energy Master Plan	Not a REDS			
28	Area Based Plans (Land Reform)	Not applicable as not DM. utilise JGDM		Every 10 years	JGDM
29	Municipal turnaround strategy	Completed		N/A	
30	Infrastructure Investment Plan (EPWP)	Yes as part of 3 yr CIP and EPWP projects		Every 5 years	Technical Services
31	Road and Stormwater Master Plan	2008		When required	Technical Services
32	Commonage Plan	2017		When required	Community Services
33	Integrated waste Management Plan	30 May 2025		Every 5 years	Community Services
34	Environmental management Plan	30 May 2025		When required	Community Services

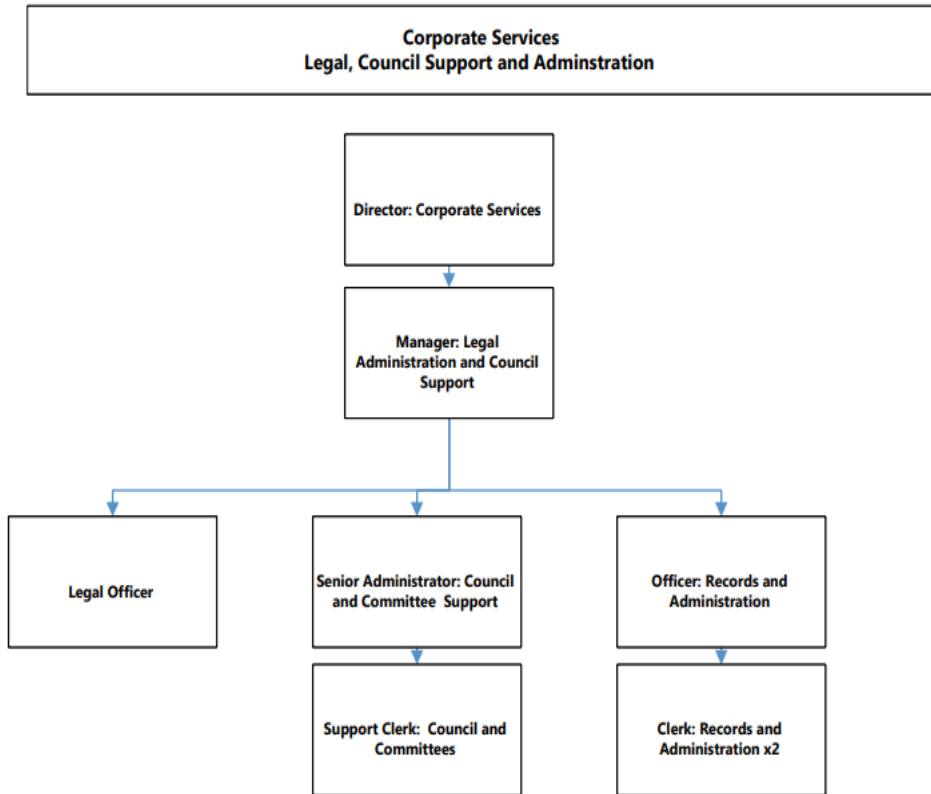
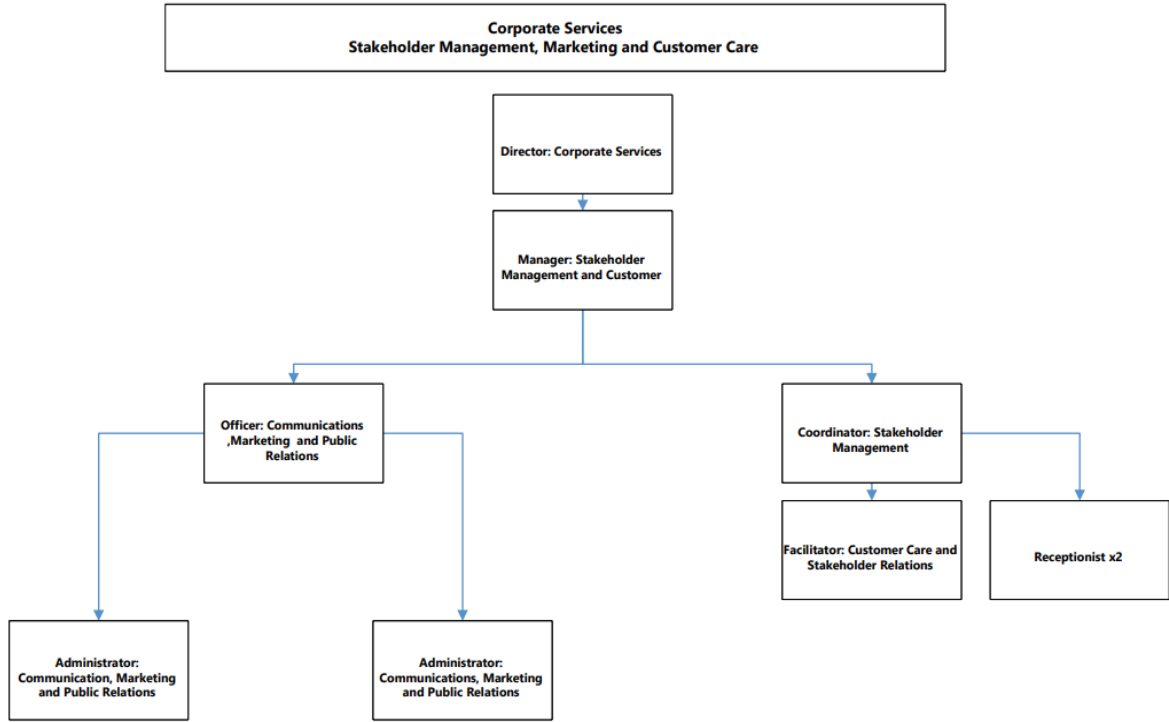
ANNEURE 2: ABRIDGED ORGANOGRAM



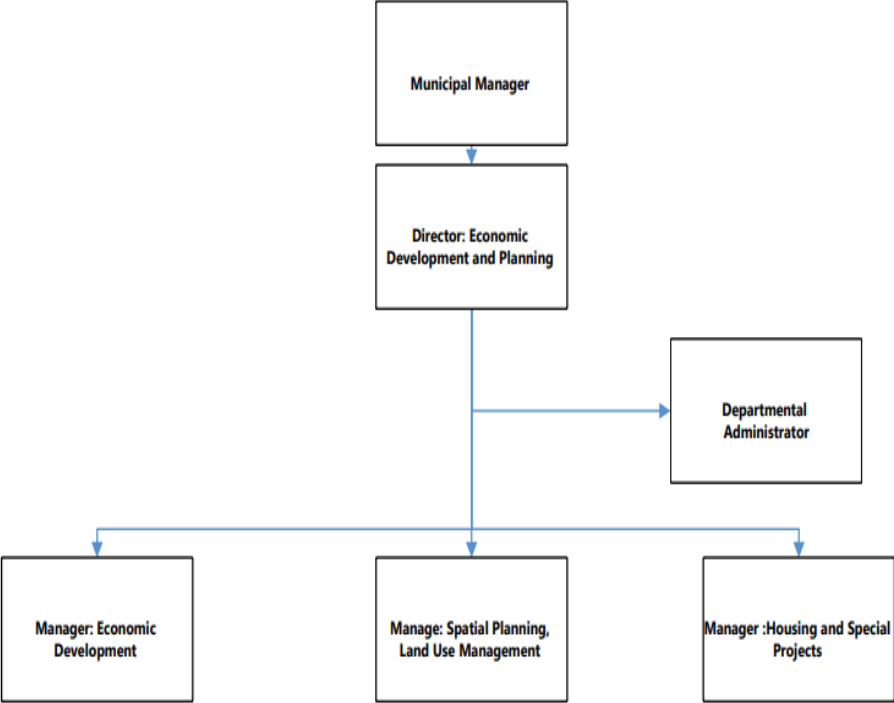




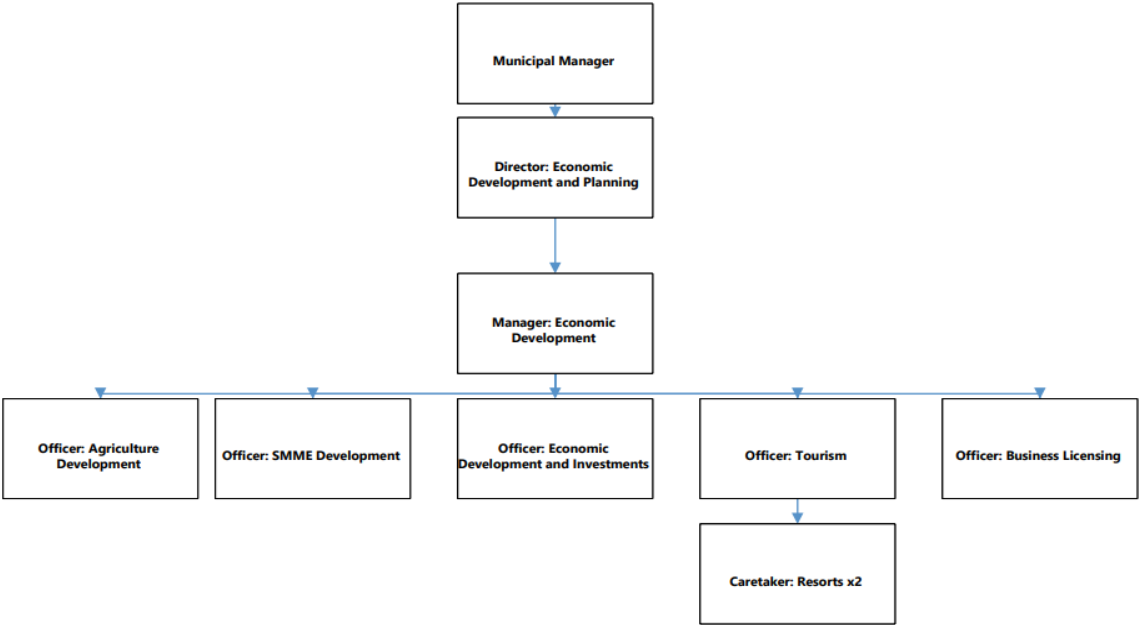


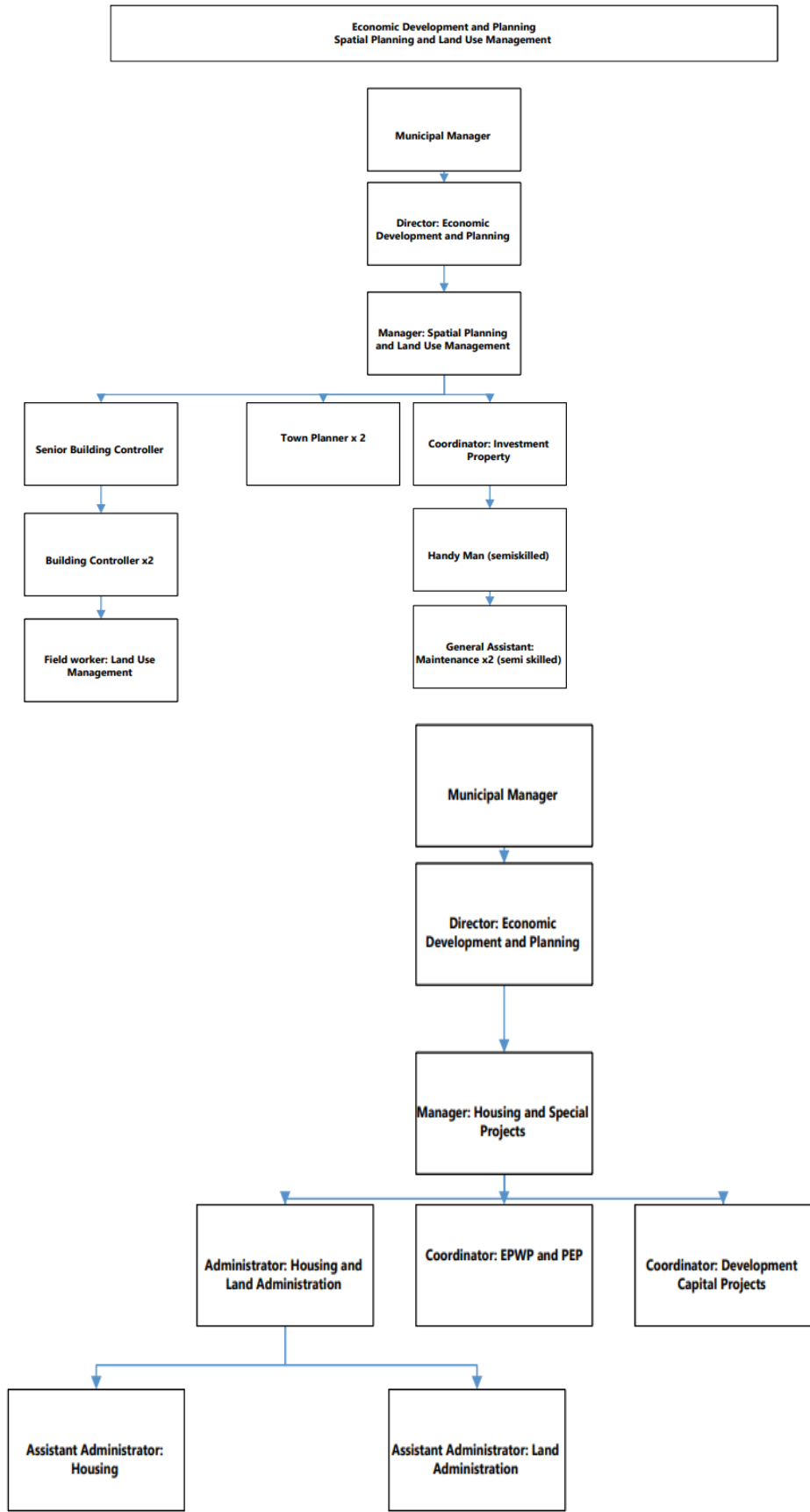


**Economic Development and Planning
Management Structure**

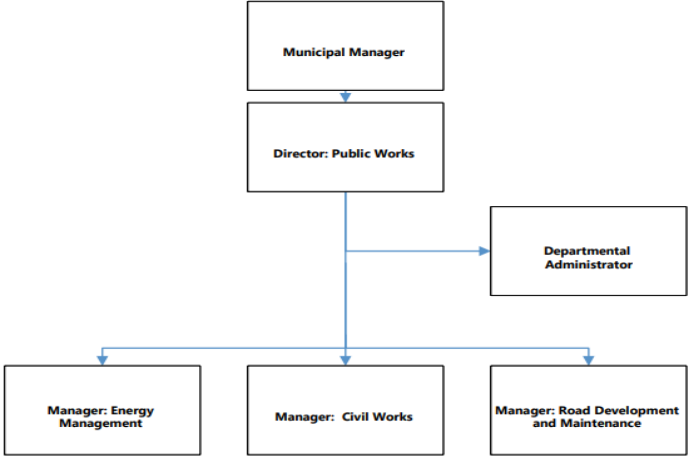


**Economic Development and Planning
Economic Development**

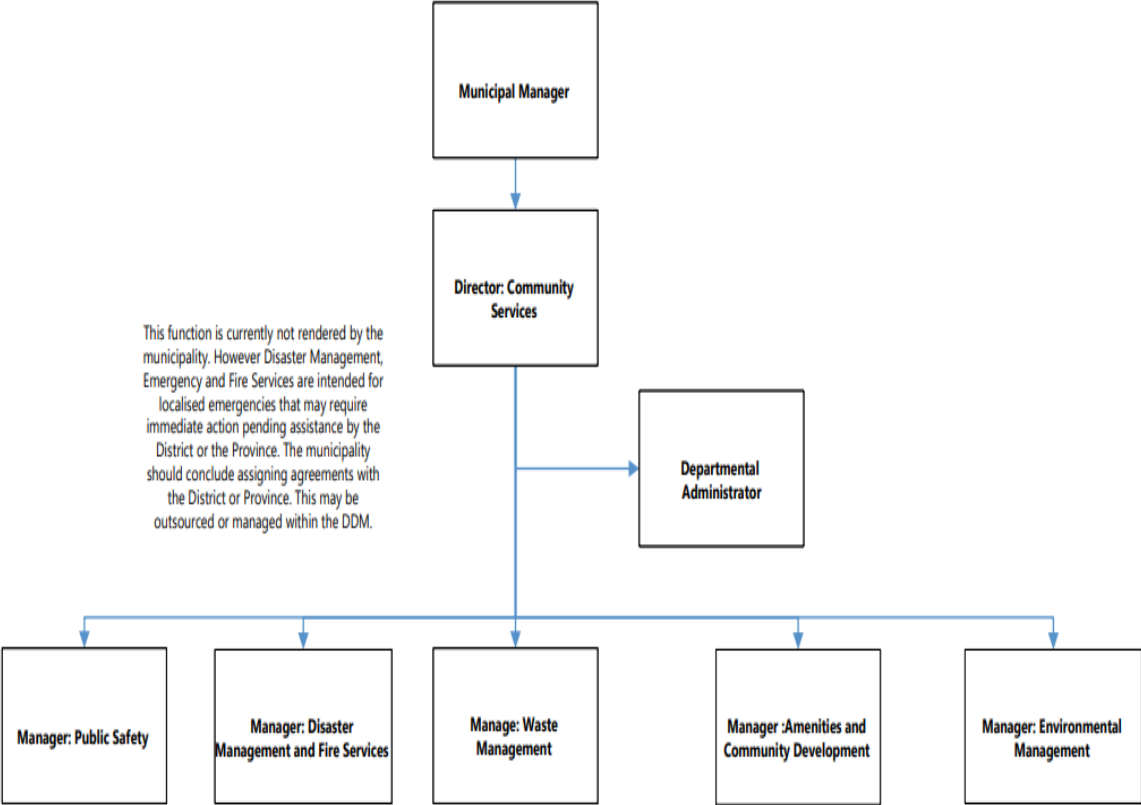




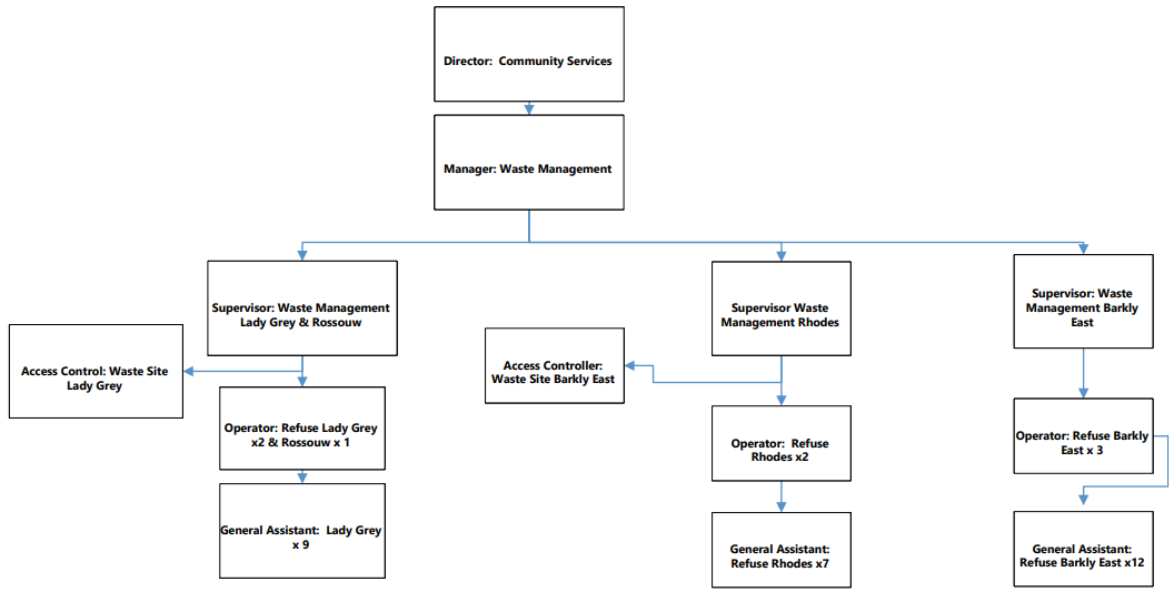
**Department of Public Works
Management Structure**



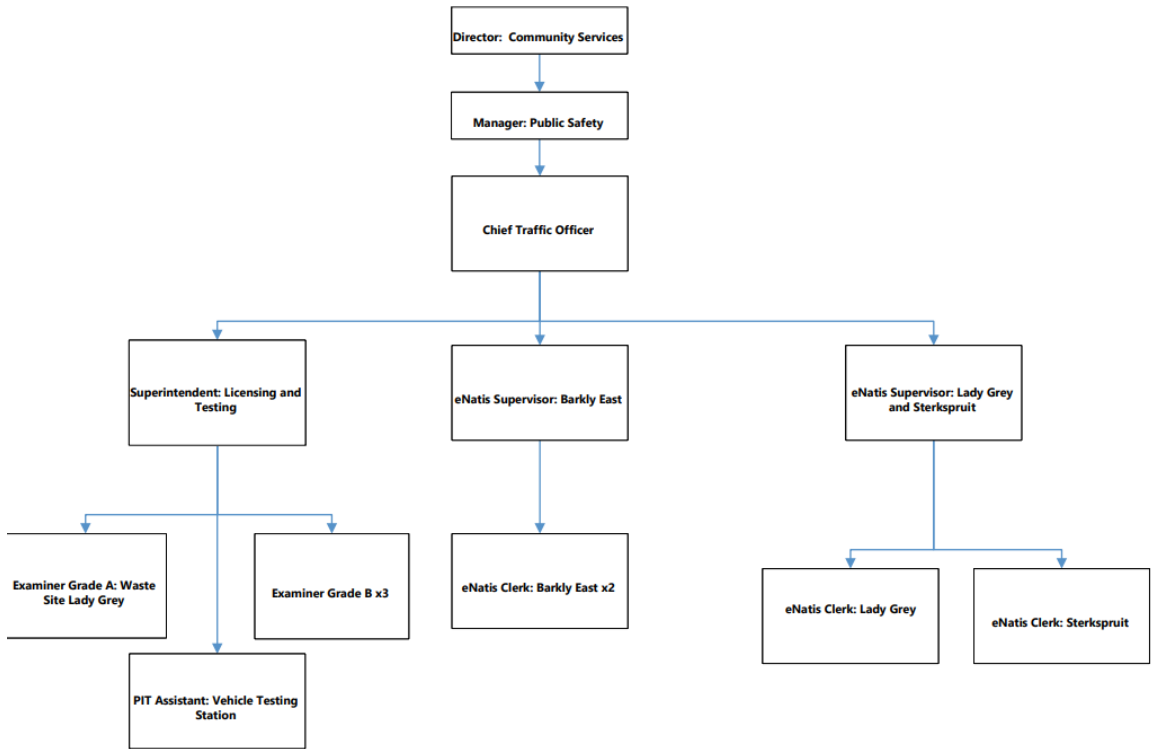
**Community Services
Management Structure**

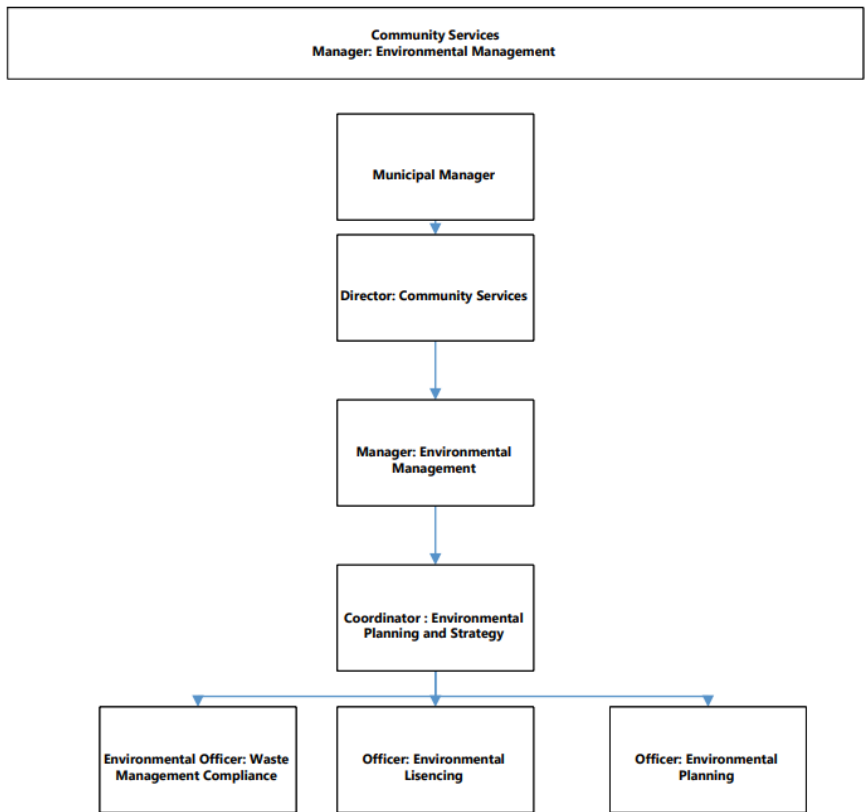
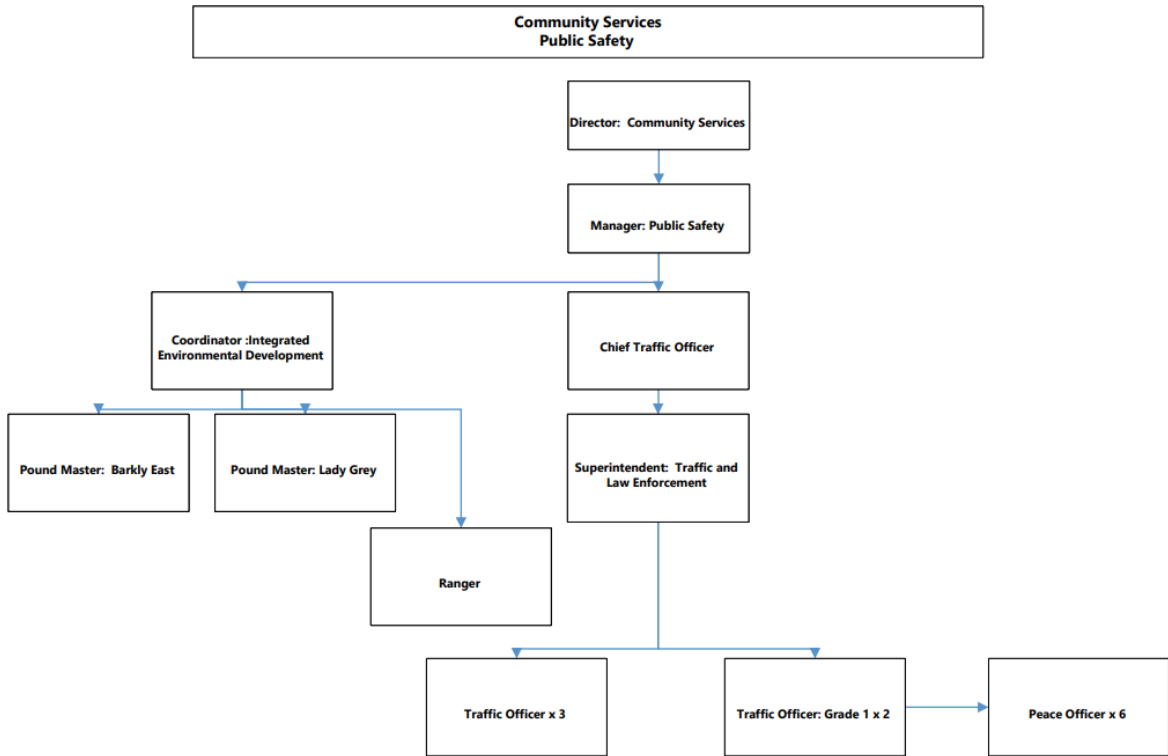


**Community Services
Waste Management (continued)**



**Community Services
Public Safety**





ANNEXURE 3: STAKEHOLDER REGISTER

DEPARTMENT	CONTACT PERSON	TEL NO.	FAX NO.	Email & Address
SECTOR DEPARTMENTS				
Education	Mr L.M. Fatyela: <i>ENIE Manager</i>	051 6110 172 078 7780 649	051 6 110 364 086 5163 966	lindafatyela@ecdoe.gov.za
Health	Dr Luvuyo Bayeni	051 633 9603	051 6341 833	P/Bag x1005 Aliwal North 9750 lbayeni@gmail.com
Social Development	Mr. Thozamile Gqiba Deputy Director – Senqu Local Service Office	051 611 0376 082 272 5454	051 611 0942	Department of Social Development, Ground Floor Block D, Bensonvale College of Education, STERKSPRUIT, 9762 P O Box 157 STERKSPRUIT, 9762 thozamile.gqiba@ecdsd.gov.za
Sport, Recreation, Arts & Culture	Mandisa Jekwa: Snr Manager	051 6332 090	051 633 3751/2323	mandisi.jekwa@ecrac.ecprov.gov.za
SASSA			051 634 1857/8	Nolubabalom@sassa.gov.za
DEDEAT (JGM)	Mr. Mzukisi Mboto	073 186 9167	516 333 117	27 Queens Terrace

DEPARTMENT	CONTACT PERSON	TEL NO.	FAX NO.	Email & Address
Economic Development, Environmental Affairs & Tourism	<i>Regional Director</i> Zanele Ntinga (secretary)	516 332 901		Aliwal North 9750 P/Bag x1016 mzukisi.mboti@dedea.gov.za zanele.ntinga@dedea.gov.za (secretary)
DEDEAT (JGM)	Mr. Khayalomzi Ralarala (<i>Programme Manager Economic Development</i>)	727 256 355	051 633 3117	Khayalomzi.Ralarala@dedea.gov.za
Rural development & Agrarian Reform	Samuel Madikizela Zanoxolo Nkomana	051 611 0071 072 064 6328	516 030 280	mpumelelo.zondi@drdar.gov.za Samuel.Madikizela@yahoo.com Zanoxolo.Nkomana@gmail.com
Safety & Liaison	Mr. M. Mathumbu <i>District Manager</i>	516 341 985 794 943 744	516 341 984	27 Queens Terrace Aliwal North Private Bag X1009 monwabisimathumbu@safetyec.gov.za monwabisi.mathumbu@gmail.com

DEPARTMENT	CONTACT PERSON	TEL NO.	FAX NO.	Email & Address
Department of water & sanitation	Kululwa Mkosana	043 701 0376		Moore Street Quigney EL
	Act Deputy Director : Institutions	082 456 0140		P. O.Box 7019 mkosanak@dws.gov.za
Forestry and Fisheries (DAFF)	Mr Tembeleni Ntloko	(047) 505 6425		PRD Building Mthatha
	Senior Forestry Development Officer	733966974		TembeleniN@daff.gov.za
Public Works	Vuyo Njobe DPW Infrastructure Acting Director	051 611 9800 072 632 5102		vuyo.njobe@ecdpc.gov.za
Transport	Malihlonolo Beje	051 633 2871/32	051 6341 742	Malihlonolo.Beje@ectransport.gov.za
		064 8806 862	086 663 7241	
	Mr Johan Botha (DRE-AN)	051 6332871 Ext 2 55		johan.botha@ectransport.gov.za
Rural development & Land Reform	Vincent Paul Chief Planner	458 392 296	458 386 066	Vincent.Paul@dalrrd.gov.za
Home Affairs	Lucky Mtsamayi	051 611 0931 073 164 1985	51	Lucky.Mtsamayi@dha.gov.za

DEPARTMENT	CONTACT PERSON	TEL NO.	FAX NO.	Email & Address
Human Settlement	Mz Nosisa Macingwana Deputy Director	051 6332 351		29 Queens Terrace Street Roads and Public Works Building 9750 NosisaM@ecdhs.gov.za sisasakhe@yahoo.com
Local Government: Planning COGTA	Asanda Nketho	082 4952 968	040 6391 768 086 6258 731	Asanda.Nketho@eccogta.gov.za
SAPS	Suprintendant Wright Sterkspruit	051 6030 229	051 6030 262	wrightcj@saps.gov.za
ESKOM	Mncedi Eric Myoli	Tel. No.: 043 703 5758		Physical Address: Eskom Sunilaws Office Park, Cnr Bonza Bay Road & Quenera Drive, Beacon Bay 5241
	Designation: Electrification Planning Manager (Eskom Eastern Cape Operating Unit)	Cellphone No.: 083 630 4823	Fax No.: 086 538 1645	Postal Address: Eskom Sunilaws Office Park, P/Bag X1, Beacon Bay, East London 5205 KonzaVu@eskom.co.za
STATS SA	Mr. Sandile Dyani Acting District Manager	051 633 3225 827 837 351	086 767 0936 051 633 3225	Statistics SA Balmoral Building 76 Somerset Street, Aliwal North

DEPARTMENT	CONTACT PERSON	TEL NO.	FAX NO.	Email & Address
				Statistics SA Balmoral Building 76 Somerset Street Aliwal North 9750 sandiled@statssa.gov.za
Provincial Treasury	Neo Smouse	835 794 214	865171899	Neo.Smouse@ectreasury.gov.za
Department of Labour	Mr. Raymond Mbali: Regional Manager	516 332 633 845 046 955	051 634 1462	80B Somerset Street Aliwal North P.O.Box 148 Aliwal North Raymond.Mbali@labour.gov.za
Department of Minerals and Energy (DME)	Makhosonke Plaatjies Regional Energization Manager	043 703 6000 824136354	043 721 1421	3-33 Phillip Frame Road, Chiselhurst, East London Makhosonke.plaatjies@energy.gov.za
Eastern Cape Development Corporation	Rory Haschick Sector Manager: Tourism, Renewable Energy & Aquaculture	043-7045710 834103099	043-7436036	ECDC house, Ocean Terrace Park, Quigney, East London rory@ecdc.co.za

HIV & AIDS STAKEHOLDERS

Contact Person	Organisation	Contact detail
Cynthia Mbembe		cynthiambembe@webmail.co.za
Nomelikhaya Gila	JGDM	gender@jgdm.gov.za
Luvuyo Mtyali		luvuyomtyali@gmail.com
Lusanda Pati		patiyelovuyo@gmail.com
Lawrence B	SASSA	LawrenceB@sassa.gov.za
Lucy Pearl Mehlo		Lucypearl.mehlo@gmail.com
Malibonwe Nathaniel	Pautti Inc	Malibongwenathaniel.z@gmail.com
Thando Mkontwane		
Bakwena Matsaba	Senqu	matsaba@senqu.gov.za
Nonsintu Gungqa		Nosinto.gungqa@gmail.com
Nopasika Mugqi		Nopasika.Mugqi@ecdsd.gov.za
Patiswa Bango		Patiswa.Bango@ecdsd.gov.za
Nozibele Nyangantini		Nozibele.Nyangantsimbi.zibelana@live.com

SPU

Contact Person	Organisation	Contact detail
Fundile Frans	Senqu	fransf@senqu.gov.za
Mzu Jantjies	JGDM	spu@jgdm.gov.za
Woment in economic development		
Senqu Youth Council		
Senqu Council for the elderly		
Senqu Council for disabilities		

WARD CLLRS & WARD COMMITTEES

MEDIA

Contact Person	Organisation	Contact detail
Thandiwe Mthiya	Senqu Communications	mthiyati@senqu.gov.za

Lizo Nodada	Eage Eye	Lizonodada12@gmail.com
Ignatius Mnyama		ignatiusmnyama@gmail.com
	Ekephini FM	

RATEPAYERS

Contact Person	Organisation	Contact detail
Roger Brown	Rhodes Rate Payers	
	Sterkspruit Rate Payers	
	Lady Grey Rate Payers	
Wallis Hardie	Barkly East Rate Payers	

AGRICULTURAL ORGANISATIONS

Contact Person	Organisation	Contact detail
	Barkly East Emerging Farmers	
Pitso	Lady Grey Emerging Farmers	
I. Isted	New England Agricultural Union	
	Clanville Agricultural union	
	Lady Grey Agricultural Unions	
	Rhodes Agricultural Union	
G.Greyvenstein	Barkly East agricultural union	
	NWGA	
	DICLA Training and Projects	facebook@dicla 045 838 1904
N. Sefatsa	Imbumba Beef Production Primary co-operative	njsefatsa@gmail.com 076 854 6609

FUNDING AGENCIES

Contact Person	Organisation	Contact detail
Asomeleze Mkili	JOGEDA	079 759 9507
Fikile Khiva	Kamva Capital and projects	083 620 8902

		fikile@kamvacapital.com club@kamvacapital.com (SMME fund)
Nosipho Mayekiso	National Youth Development Agency	nosipho.mayekiso@nyda.gov.za
	SEDA	tnosilana@seda.org.za bmpahlwa@seda.org.za
Mzwandile Peme (LED Manager) Wanda Tyali (LED Manager)	Office of the Premier	040 940 7253 mzwandile.peme@ecogta.gov.za 071 689 6445 wanda.tyali@ecogta.gov.za 082 8291788
	Community Enterprise Fund	Nyika Sitole 061 2099029 Nosipho Mdakane 076 431 8222
Oswell Poto	Tulaspark (recycling)	oswell@tulaspark.co.za

OTHER AGENCIES

Contact Person	Organisation	Contact detail
	National Credit Register (NCR)	complaints@ncr.org.za 0860 627 627
	Human Sciences Research committee (HSRC)	pdyanti@hsrc.ac.za 064 783 1493
	SARS	engagementsbfn@sars.gov.za
Sakelo Gqeba	National Home Builders Register (NHBRC)	

TOURISM

Contact Person	Organisation	Contact detail
Gcobisa Mbobo	Tourism Officer	mbobog@senqu.gov.za
Irmguard Tauber	Barkly East CTO	locksley@telkom.co.za
Alice	Sterkspruit CTO	alice@aligeo.co.za
Kath Isted	New England Wartrail CTO	
Kholelwa	Rhodes Tourism information office	

Dalene Oertel	Lady Grey Tourism CTO	
---------------	-----------------------	--

CUSTOMER CARE & PUBLIC PARTICIPATION

Contact Person	Organisation	Contact detail
Ndlovkazi	Senqu Municipality	pitson@senqu.gov.za
Octavia Bambilawu	Senqu Municipality	bambilawuo@senqu.gov.za
Unathi Nako	Senqu Municipality	nakou@senqu.gov.za

ANNEXURE 4: CUSTOMER CARE

Customer Service Policy Statement: Providing Goods and Services to Residents of Senqu Municipality

1. Our mission

The mission of Senqu Municipality is to provide community services that enhance our valued quality of life through equitable delivery of services; effective stewardship of our unique physical environment; cooperative planning and resources development and fiscal responsibility.”

2. Our commitment In fulfilling our mission, Senqu Municipality strives at all times to provide its goods and services in a way that is transparent, affordable, efficient , effective and relevant to the individual residents’ need and respects their dignity and independence.

3. Providing goods and services Senqu Municipality is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities. We will communicate with people in their own language We will communicate in a concise manner avoiding all jargon to enable the customer to fully comprehend and understand the communication.

3.2 Telephone services We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

3.3 Billing We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: Hard copy or e-mail. We will answer any questions customers may have about the content of the invoice in person, by telephone or e - mail.

3.4 Goods and services provided

- Buying of pre-paid electricity
- Grave plot applications
- Building plans
- Town Planning zoning applications
- Cutting of grass on verges and parks
- Hire of commonage for grazing
- Hire of community halls
- Buying of vehicle licence discs
- Change of ownership of vehicles
- Writing of Learners Drivers liscence
- Driving Licence tests
- Electrical connections

- Hiring of stadiums and sport facilities
- Street signs
- Impounding of stray animals
- Storm water drainage
- Street and access road maintenance
- Business applications

4. Notice of temporary disruption Senqu Municipality will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

5. Training for staff Senqu Municipality will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

6. Feedback process The ultimate goal of Senqu Municipality is to meet and surpass customer expectations. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Senqu Municipality provides goods and services can be made by e-mail, verbally, suggestion box and feedback card. All feedback will be directed to the Customer Care Officer. Customers can expect to hear back in 3 working days. Complaints will be addressed according to complaint categories already established in our municipal's complaint management procedures.

7. Modifications to this or other policies We are committed to developing customer service policies that respect and promote the dignity and independence of people. Therefore, no changes will be made to this policy before considering the impact on the people concerned and discussing the proposed changes with them.

8. Questions about this policy This policy exists to achieve service excellence to customers. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Customer Care Officer.

CUSTOMER CARE POLICY AND PRESIDENTIAL HOTLINE (condensed)

1. OBJECTIVES OF CUSTOMER CARE AND PRESIDENTIAL HOTLINE

With this policy Senqu Municipality aims to achieve the following objectives:

- To fulfil the human right of every citizen to be treated with dignity and respect
- To foster quality customer service standards for all citizens of the municipality
- To ensure satisfactory service delivery for the customers of the municipality
- To make people aware that the municipality values and encourages their input in activities of the municipality
- To promote equality, courtesy and delivering on the mandate of government for all our customers

- To comply with legislation
- To provide a quality service to all stakeholders interacting with the Municipality – the public, service providers, contractors, fellow staff members in every department and other government agencies.
- To ensure that customers are provided with the relevant information as and when is needed in the appropriate format.
- To ensure customer complaints are addressed promptly, timeously and to the full satisfaction of the client
- To ensure that customers, both internal and external to the Municipality receive a consistent and fair treatment at all times.
- To reduce financial and time costs incurred arising from poor customer service due to repeat calls from and to customers
- To equip our staff with knowledge and competencies to continuously enhance the service standards according to changing customer needs.

2. BASIS FOR CUSTOMER CARE AND PRESIDENTIAL HOTLINE POLICY

The Customer Care Complaints desk has been designed not just to redress and solve complaint relating to dissatisfaction of services but also to provide information to citizens about services the Municipality has to offer to them. It's a platform which the Municipality can also use to improve current services and how to introduce innovative ways in delivering services.

The Presidential hotline was established for the purpose of offering to the citizens of South Africa and the public, an effective way of providing accurate information, counselling and precise referrals to government institutions at all levels and spheres. It is supported by a network of Public Liaison Officers in National Departments, Provinces and Municipalities.

The Presidential Public Liaison Service & Hotline is an innovative service delivery improvement intervention that must be used as a last resort, when all other forms of assistance and support from government have failed.

2.1. CUSTOMER SERVICE COMMITMENT

Senqu Municipality commits itself to maintaining quality customer service guided by these principles:

- To provide services of high quality standards to all our customers, by giving them value for their money
- To treat our customers with equity, professionalism and dignity at all times
- To maintain effective communication with our customers, by continuously engaging them on information that is of importance to them in terms of developments within the municipality
- To address all issues that are raised by our customers in the best possible manner, to ensure satisfaction and resolve matters directed to the municipality
- To employ knowledgeable staff who will assist customers, and be able to resolve their customer queries
- To promote and uphold confidentiality of all our customer queries, in order to make it safe for customers to come forward with any problems
- To ensure maximum utilisation of all resources so that service delivery is satisfactory to all customers

2.2. CUSTOMER SERVICE AND PRESIDENTIAL HOTLINE PROCEDURES

2.2.1. The Presidential Hotline system is a live programme which will be accessed 3 times a week in order to manage call which has been logged on the system.

All calls will be acknowledged telephonically and an update will be put on the system for monitoring and resolution. Each action which was made on the call must be updated on the system for quality assurance survey purposes.

When a call has been closed, it will be escalated to the Office of the Premier for modification.

2.2.2. Telephone calls

Telephone competence is important for good customer service for the municipality, and it is an important tool in creating a positive first impression. The following points are guide to handling of telephone call for the municipality.

- Answer telephones with an appropriate greeting that identifies to callers who they are speaking to
- Give full attention to the caller, not trying to continue with what you were doing while talking to the customer
- Speak in a manner that sounds professional, no drinking or eating while speaking on the phone
- If a message needs to be taken, all details are written down legibly. The person who is intended for the message must receive it and respond to the caller.

2.2.3. Written Communication

- In written communication with customers, the logo of the municipality must appear in all documentation and/or letters communicating information regarding the municipality
- All correspondences received must have a turnaround period of 5 days for answering, so that customers and stakeholders know feel priority from the municipality
- Written notices to the public must be placed on public areas where all public can access it, e.g. libraries, Thusong Service Centre, etc.

2.2.4. Face-to- Face Interactions

- When interacting with customers, it is important to consider body language, the tone of voice. Customers must be treated with courtesy at all times
- A clear understandable response must be given to the customer, and if they are looking for a particular person, they must be referred to the right person
- A customer must not be kept waiting while the employee is busy chatting or doing other things than assisting the person
- Appear to be as professional as possible to the customer.

2.2.5. Complaints Handling

Customers have a right to place complaints in the municipality, if they were not happy or satisfied with either treatment or services rendered to them by the municipality. The municipality must have a strategy of dealing with customer complaints, as follows.

- Complaints must be addressed as quickly as possible, to avoid dissatisfaction amongst customers
- The complaint procedure must be fair, without taking sides of the municipal employee
- Customer complaints needs to be taken seriously at all times
- Complaints must be treated with confidentiality, to protect customers and to avoid discrimination against them.
- All complaints must be responded to within 21 working days
- If a municipal employee has made a mistake, the municipality will admit and apologise on behalf of the employee
- Feedback will be given to the customer by either fax, e-mail, telephone or a written letter concerning problems, queries, etc.

3. CUSTOMER SERVICE METHODOLOGY

3.1. Customer Relationship Management Strategy

This strategy will address in the management of improving relationships with municipality departments, to ensure there is interaction between all departments in offering customer services. This strategy must further take into account the promotion of access to information so as to increase the high levels of customer service.

3.2. Stakeholder Contact Strategy

This is a strategy that addresses effective consultation by the municipality to the customers of the municipality.

- By creating planned consultation meetings with customer segments in order to share information with them
- Ensuring that consultation involves all customers by encouraging their participation in the decision- making of the municipality
- Utilising consultation as a feedback mechanism, to share information and intelligence on customer/stakeholder communication
- Healthy networks should be maintained with both external and internal customers or partners in service with the municipality

3.3. Frontline strategy

Refers to providing simplicity for the municipal customer by allocating a point of service for the customer, where they can access municipal information, services and assistance with government information of all other government departments at a centre/ one- stop- shop facility which is accessible for them . Through the communication office of the municipality information of the municipality can be accessed. The municipal building will be a centre and point of shop for customers to receive government information and services, with all employees of the municipality playing a role of providing such service and information.

3.4. Complaints handling strategy

This strategy is developed to ensure that customer contributions to the municipality, be it positive or negative is addressed and adhered to as well that customers/stakeholders are receiving quality service as possible.

- That the area or unit complained about is looked at and is rectified, and the employees are notified
- There must be time-frames at all times when dealing with the issue of complaints, and feedback be given in due time.

3.5. Reward and recognition programme

A reward and recognition programme must be put in place, to encourage excellence in service standards by the employees of the municipality. Employee recognition can be initiated through methods as:-

- Appraisal bonuses
- Performance awards, etc.

3.6. Monitoring and evaluation

Continuous assessment and evaluation of the customer care implementation must take place, to monitor the effectiveness of the policy in dealing with customer service.

- Continuous evaluation and assessment will be extracted from customer feedback and information they provide to the municipality
- Performance will be measured against the targets set for improvement of customer service level
- The municipality to ensure that all departments have customer care as KPI in their plan, so they can be measured on it and ensure implementation of the policy
- Monitoring by conducting customer survey, to measure the level of implementation of this draft policy
- Having in place corrective measures to address any shortcomings in the implementation process

4. CONCLUSION

This policy document shall achieve the following goals.

- Ensuring improved customer service approach
- Promote cohesion amongst service units
- Increase efficiency in service delivery level standards
- Promote the Local Government: Municipal Systems Act 32 of 2000, to promote to access of information by the public on municipal services
- To encourage customer inputs for service delivery and improvement
- To provide a better understanding on customer needs
- To serve, to satisfy and to promote equality of all customers and stakeholders of the municipality.

ANNEXURE 5: COUNCIL RESOLUTION FOR THE IDP PROCESS PLAN



EXTRACT

Ordinary Council Meeting date : 04 August 2025
Item Number :053/OCM/25
Subject : IDP: DRAFT IDP & BUDGET PROCESS PLAN 2026-2027
REVIEW
REF: P&ED/IDP

During the Ordinary Council Meeting held on the 04 August 2025 a report on Draft IDP and Budget Process Plan 2026-2027 review was tabled for approval.

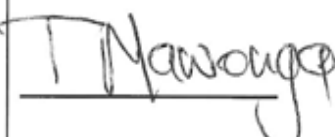
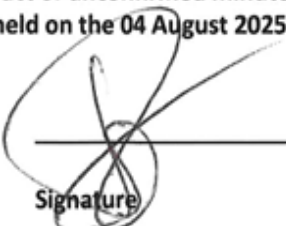
Thereafter the Council

RESOLVED

Council after careful consideration approved the report on Draft IDP and Budget Process Plan 2026-2027 review as follows:

- 4.1. Council adopted the draft IDP and Budget Process Plan (2026-2027) which outlines the process for the final review of the 2022-2027 IDP.

This is to certify that this is an extract of unconfirmed minutes of the Ordinary Council Meeting held on the 04 August 2025.

		<u>13/10/2025</u>
Initials & Surname MUNICIPAL MANAGER	Signature	Date

ANNEXURE 6: COUNCIL RESOLUTION FOR DRAFT IDP ADOPTION



EXTRACT

Ordinary Council Meeting date : 31 March 2026
Item Number : 026/SCM/26
Subject : REPORT ON THE DRAFT INTEGRATED DEVELOPMENT PLAN REVIEW 2026-27

During the Special Council Meeting held on the 31 March 2026 a report on the draft Integrated Development Plan Review 2026-27 was tabled for approval.

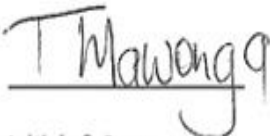
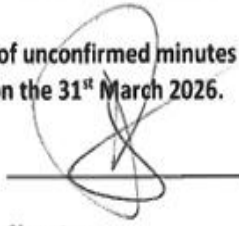
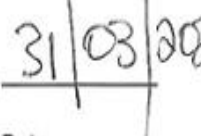
Thereafter the Council

RESOLVED

Council after careful consideration approved the Report on draft IDP review 2026-2027 as follows:

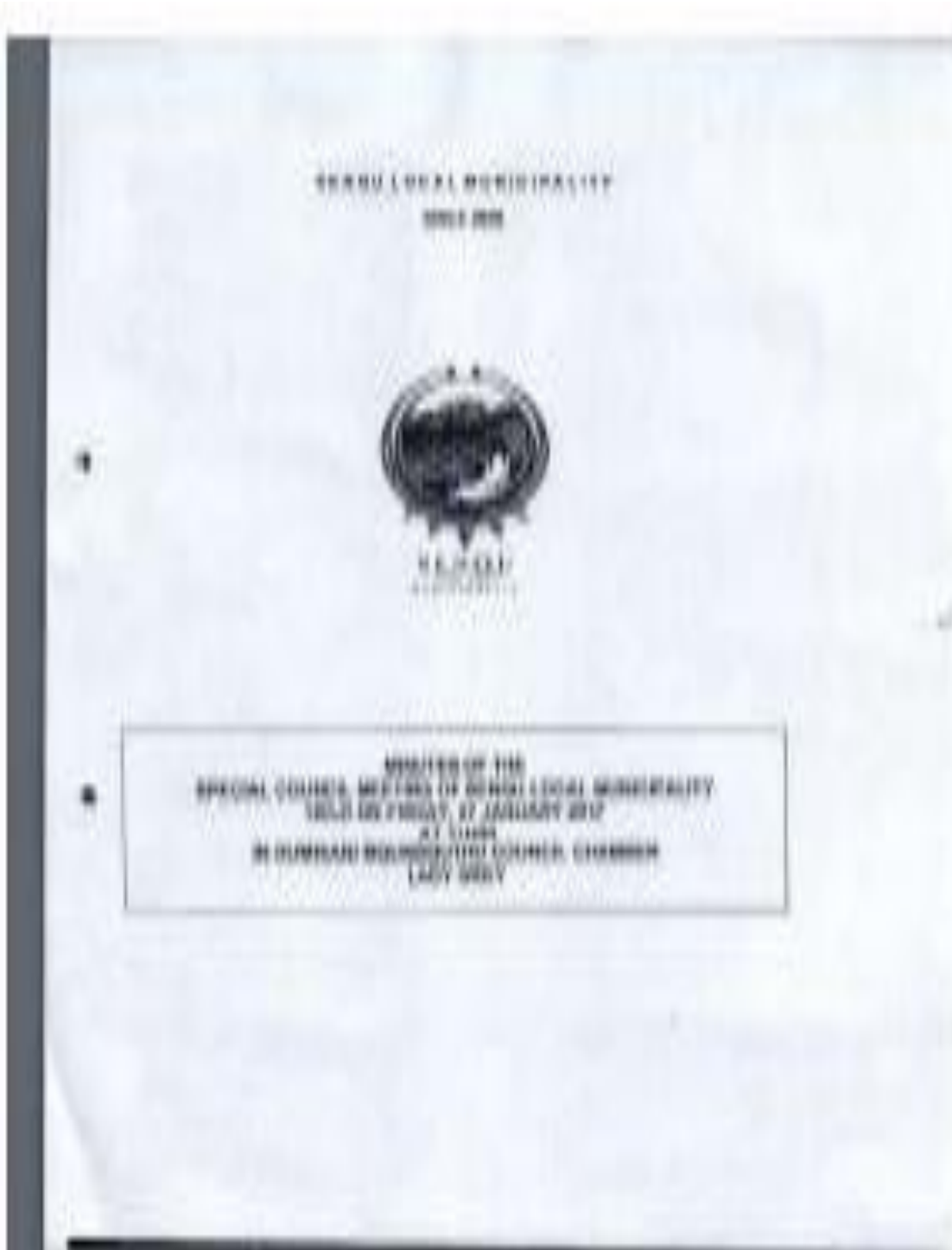
- 4.1. Council adopted the draft IDP Review 2026-27 subject to the following additions being made to the document after Council adoption. These are as follows:
- Draft Senqu budgeted projects
 - Additions to the financial plan of updated budget tables
 - Updated annexures
 - Time frame to be included on Tiffindell Project Plan

This is to certify that this is an extract of unconfirmed minutes of the Special Council Meeting held on the 31st March 2026.

		
Initials & Surname MUNICIPAL MANAGER	Signature	Date

ANNEXURE 7: COUNCIL RESOLUTION FOR THE ADOPTION OF THE FINAL IDP

ANNEXURE 8: RESOLUTION OF S 81 MPRA



ANNEXURE 9: COUNCIL ADOPTION OF HR STRATEGY

MINUTES OF SPECIAL COUNCIL MEETING 20 MAY 2020

123/SCM/20

SENQU HUMAN RESOURCES STRATEGY

1. BACKGROUND AND DISCUSSIONS

- 1.1. In the context of Developmental Local Government, municipalities are tasked with crucial responsibility of fulfilling the constitutional mandates delegated to them. As the staff component of any municipality is the vehicle of service delivery and ultimately responsible for compliance with the listed constitutional mandate, it is incumbent on municipalities to ensure that its human resources capacity is recruited, selected, managed and developed in a manner in which it can perform its responsibilities in an economical, effective, efficient and accountable way.
- 1.2. Senqu Municipality's Corporate Services Department contributes specifically to Human Capital Development and Management by improving the Corporate Organisational Climate and Culture through the application of sound, standard, consistent and integrated Human Capital Management Practices that adhere to just, fair and respected criteria in accordance with international best practice standards; and by contributing to the effectiveness, efficiency and productivity of the Municipality's services by through proper utilisation of employees and related resources.
- 1.3. The Corporate Services Directorate developed the Human Resources Strategy and tabled it to Senior Management for inputs and consideration. Senior management after consideration of same recommended that it be tabled to Council for adoption.

2. RESOLVED

- 2.1.1. Council approved that the adopted recruitment and selection framework be amended to cater for virtual meetings;
- 2.1.2. The Municipal Manager was authorised to do everything required to implement Council 's resolution.

ANNEXURE 10: DRAFT SDBIP – Contained in a separate document.