REVIEWED PUBLIC PARTICIPATION POLICY

PURPOSE

The purpose of this report is to advertise the Reviewed Public Participation Policy to the Public   for comments

 BACKGROUND

The Local Government: Municipal Systems Act 32 of 2000 requires of Municipalities to develop procedures, processes and systems for the meaningful involvement of the local community in matters of local Government. Community participation is a fundamental principle that underpins the actions of a democratic government.

As a legislative and democratic requirement at a local level, Ward Committees are central for Community participation and involvement in the affairs of municipalities in a collective and structured manner.

Furthermore to objectively achieve its public mandate and fulfilling it in an inclusive manner, a ward committee must work hard to ensure community involvement in development aspects within their locality to better the lives of its community in a non-partisan way.

The Constitution states that a local sphere of Government consisting of Municipalities must be established for the whole territory of the Republic. This means that every area within the Country must be under a Municipality. Chapter 7 Section 152 of the Constitution states that the objects of Local Government are:

To provide a democratic and accountable government for Local Communities

- To ensure the provision of services to communities in a sustainable manner

- To promote social and economic development.

- To promote a safe and healthy environment.

    To encourage the involvement of communities and community organisations in all matters of Local Government

 The Public Participation Policy 2014/2015 is hereby reviewed as enacted below:

OLD POLICY	NEW POLICY
1. OBJECTIVES	**1. OBJECTIVES**
The objects of this policy are:	The objects of this policy are:
I) To establish appropriate mechanisms, processes and procedures for public participation in local municipal affairs,	I) To establish appropriate mechanisms, processes and procedures for public participation in local municipal government affairs,
II) To outline the roles, responsibilities and attitudes of the Municipal Manager, the administration, council and the community in deepening	

participatory democracy, accountability, accessibility, responsiveness and a social contract with communities,	
2. BASIC ASSUMPTION In this document public participation is defined as open, accountable process which individuals and groups within selected community can exchange views and influence decision-making. It's further defined as a democratic process of engaging people, deciding, planning, and playing an active part in the development and operation of services that affect the people's lives. **We are engaging in this process in order to:** ➢ Promote values of good governance and human rights ➢ Acknowledge a fundamental right of all people to participate in the governance system ➢ To narrow the social distance between the community and the municipality ➢ Recognize the intrinsic value of all of our people, investing in their ability to contribute to governance processes, ➢ Strengthen ward committees and the community ➢ Reinforce elected officials linkage with communities through izimbizo, roadshows, lekgotlas	**3. BASIC ASSUMPTION** In this document public participation is defined as open, accountable process which individuals and groups within selected community can exchange views and influence decision-making. It's further defined as a democratic process of engaging people, deciding, planning, and playing an active part in the development and operation of services that affect the people's lives. **We are engaging in this process in order to:** ➢ Promote values of good governance and human rights ➢ Acknowledge a fundamental right of all people to participate in the governance system ➢ To narrow the social distance between the community and the municipality
CHAPTER 4 **COMMUNITY PARTICIPATION** Development of culture of community participation	**CHAPTER 4** **COMMUNITY PARTICIPATION** Development of culture of community participation 16. (1) A municipality must develop a culture of municipal governance that complements formal representative government with a system of participatory governance, and must for this purpose- (a) Encourage, and create conditions for, the local community to participate in the affairs of the municipality, including in—the preparation. Implementation and review of its integrated development plan in terms of Chapter 5; the establishment, implementation and review of its performance management system in terms of Chapter 6: the monitoring and review of its performance, including the outcomes and impact of such performance: the preparation of its budget; and strategic decisions relating to the provision of municipal services in terms of Chapter 8; contribute to building the capacity of— (4) A municipal council may establish one or more advisory

	committees consisting of persons who are not councillors to advise the council on any matter within the council's competence. When appointing the members of such a committee, gender representivity must be taken into account,
Communication of information concerning community participation 1S. (1) A municipality must communicate to its community information concerning— (a) the available mechanisms, processes and procedures to encourage and community participation; (b) the matters with regard to which community participation is encouraged; (c) the rights and duties of members of the local community; and (d) municipal governance, management and development. When communicating the information mentioned in subsection (1), a municipality must take into account— (a) language preferences and usage in the municipality; and (b) the special needs of people who cannot read or write. Public notice of meetings of municipal councils	**Communication of information concerning community participation** 1S. (1) A municipality must communicate to its community information concerning— (a) the available mechanisms, processes and procedures to encourage and community participation; (b) the matters with regard to which community participation is encouraged; (c) the rights and duties of members of the local community; and (d) municipal governance, management and development. When communicating the information mentioned in subsection (1), a municipality must take into account— (a) language preferences and usage in the municipality; and (b) the special needs of people who cannot read or write. Public notice of meetings of municipal councils 19. The municipal manager of a municipality must give notice to the public, in a manner deter-mined by the municipal council, of the time, date and venue of every— (a) ordinary meeting of the council; and (b) special or urgent meeting of the council, except when time constraints make this impossible.
Admission of public to meetings 20. (1) Meetings of a municipal council and those of its committees are open to the public, including the media, and the council or such committee may not exclude thepublic, including the media, from a meeting, except when—it is reasonable to do so having regard to the nature of the business being transacted; and a by-law or a resolution of the council specifying the circumstances in which the council or such committee may close a meeting and which complies with 25 paragraph (a),authorizes the council or such committee to close the meeting to the public. (2) A municipal council, or a committee of the council, may not exclude the public, including the media, when considering or voting on any of the following matters: (a) A draft by-law tabled in the council; (b) a budget tabled in the council; (c) the municipality's draft integrated development plan, or any amendment of the plan, tabled in the council; (d) the municipality's draft performance management system, or any amendment	**Admission of public to meetings** 20. (1) Meetings of a municipal council and those of its committees are open to the public, including the media, and the council or such committee may not exclude thepublic, including the media, from a meeting, except when—it is reasonable to do so having regard to the nature of the business being transacted; and a by-law or a resolution of the council specifying the circumstances in which the council or such committee may close a meeting and which complies with 25 paragraph (a),authorizes the council or such committee to close the meeting to the public. (2) A municipal council, or a committee of the council, may not exclude the public, including the media, when considering or voting on any of the following matters: (a) A draft by-law tabled in the council; (b) a budget tabled in the council; (c) the municipality's draft integrated development plan, or any amendment of the plan, tabled in the council; (d) the municipality's draft performance management system, or any amendment of the system, tabled in the council; (e) the decision to enter into a service delivery agreement referred to in section 76(b); or any other matter prescribed by regulation. (3) An executive committee mentioned in section 42 of the Municipal Structures Act and a mayoral committee mentioned in section 60 of that Act may, subject to subsection 40

of the system, tabled in the council; (e) the decision to enter into a service delivery agreement referred to in section 76(b); or any other matter prescribed by regulation.	(1)(a), close any or all of its meetings to the public, including the media. (4) A municipal council— (a) within the financial and administrative capacity of the municipality, must provide space for the public in the chambers and places where the council and its committees meet: and 45 (b) may take reasonable steps to regulate public access to, and public conduct at meetings of the council and its committees.
Communications to local community 21. (1) When anything must be notified by a municipality through the media to the local community in terms of this Act or any other applicable legislation, it must be done–- (a) in the local newspaper or newspapers of its area; (b) in the newspaper or newspapers circulating in its area and determined by the council as a newspaper of record; or (c) by means of radio broadcasts covering the area of the municipality. (~) Any such notification must be in the official languages determined by the council, having regard to language preferences and usage within its means.	**Communications to local community** 21. (1) When anything must be notified by a municipality through the media to the local community in terms of this Act or any other applicable legislation, it must be done–- (a) in the local newspaper or newspapers of its area; (b) in the newspaper or newspapers circulating in its area and determined by the council as a newspaper of record; or (c) by means of radio broadcasts covering the area of the municipality. (~) Any such notification must be in the official languages determined by the council, having regard to language preferences and usage within its means. (3) A copy of every notice that must be published in the Provincial Gazette or the media in terms of this Act or any other applicable legislation must be displayed at the municipal offices. (4) When the municipality invites the local community to submit written comments or representations on any matter before the council, it must be stated in the invitation that any person who cannot write may come during office hours to a place where a staff member of the municipality named in the invitation will assist that person to transcribe that person's comments or representations. (5) (a) When the municipality requires a form to be completed by a member of the local community, a staff member of the municipality must give reasonable assistance to persons who cannot read or write, to enable such persons to understand and complete the form. (b) If the form relates to the payment of money to the municipality or to the provision of any service, the assistance must include an explanation of its terms and conditions.
9.3 COMMUNITY	i) Political structures for participation in terms of the Municipal Structures Act, ii) The mechanisms established in terms of the Municipal Systems Act 32, of 2000 and as set out in this policy, and iii) Councilors
11.2 PUBLIC MEETINGS NOTIFICATION	12.2.1 Whatever anything must be notified by the municipality through one or more of the following media to the local community: a) Advertised once in a newspaper circulated locally b) Municipal notice board C) Municipal libraries; d) Local stakeholders;

	e) Language understood and convenient to the local community; f) Invitation shall be issued seven (7) days before the meeting is held; g) Ward Committees, recognized structures and special guests must get special invitations to all relevant Council meetings and activities; h) SMSs implemented on short notices only; i) Social network and web services j) Electronic method k) Public loud hailing shall be implemented on public meetings and events, including IDP, budget consultative and ward meetings; l) Implement a centralized public announcements system in all municipal offices.
11.2.2 PETITION AND COMPLAINTS a) All petitions and complaints shall be in writing to the Speaker and may be submitted to the ward councilor where the complainant resides or Municipal Manager. B) All petitions received shall be acknowledged by the Municipal Manager within 48 hours in writing, C) Petitions shall be disposed of by the relevant portfolio committee within 31 days or referred to the Council with recommendations should the committee not have the power to dispose of the matter, in which case a special Council sitting shall be convened within seven days of the decision to refer the matter to Council, d) Any petition must comply with the following requirements; i) It must be in legible writing or typed, ii) Clearly indicate the topic, and iv) Must be signed by more than fifty of its authors or members; e) Complaints lodged by the community will be received by the Council at a facility provided at the Council premises; f) The Municipal Manager shall notify the concerned community of the complaint lodged with the Municipality in seven days of having processed and considered the	**11.2.2 PETITION AND COMPLAINTS** a) All petitions and complaints shall be in writing to the Speaker and may be submitted to the ward councilor where the complainant resides or Municipal Manager. B) All petitions received shall be acknowledged by the Municipal Manager within 48 hours in writing, C) Petitions shall be disposed of by the relevant portfolio committee within 31 days or referred to the Council with recommendations should the committee not have the power to dispose of the matter, in which case a special Council sitting shall be convened within seven days of the decision to refer the matter to Council, d) Any petition must comply with the following requirements; i) It must be in legible writing or typed, ii) Clearly indicate the topic, and v) Must be signed by more than fifty of its authors or members; e) Complaints lodged by the community will be received by the Council at a facility provided at the Council premises; f) The Municipal Manager shall notify the concerned community of the complaint lodged with the Municipality in seven days of having processed and considered the complaint; g) The Municipal Manager must, on appropriate notice and in a manner provided for in this policy, notify the community of any public meeting and/or hearing arranged to discuss and consider any of the petitions and complaints lodged by members of the community,. h) Any such public meetings and /or hearing must take place in fourteen days of the Municipal Manager having notified the community of the important issues raised and considered by the Council and after it has called for any comments, i) Complaints shall be forwarded to either the Municipal Manager, Ward councilor or Speaker in writing on the official municipal complaints form.

complaint; g) The Municipal Manager must, on appropriate notice and in a manner provided for in this policy, notify the community of any public meeting and/or hearing arranged to discuss and consider any of the petitions and complaints lodged by members of the community,. h) Any such public meetings and /or hearing must take place in fourteen days of the Municipal Manager having notified the community of the important issues raised and considered by the Council and after it has called for any comments, i) Complaints shall be forwarded to either the Municipal Manager,	
11.2.4 COMMENTS THROUGH ELECTRONIC SYSTEM a) The Municipal Manager must provide the community with a central E-mail address where they may submit written comments directly to the Municipality on any matter referred to in this policy and/or other relevant legislation, b) The Municipal Manager must ensure that the comments are accessed regularly and collated by a staff member specifically allocated to this task.	**11.2.4 COMMENTS THROUGH ELECTRONIC SYSTEM** a) The Municipal Manager must provide the community with a central E-mail address where they may submit written comments directly to the Municipality on any matter referred to in this policy and/or other relevant legislation, b) The Municipal Manager must ensure that the comments are accessed regularly and collated by a staff member specifically allocated to this task. c) A social network in the name of the municipality must be established for the community to interact with the municipality on any matters of interest as detailed in this policy.
Page 23, paragraph 16	**16. MONITORING AND EVALUATION** *The effectiveness of the public participation process shall be monitored and evaluated through the following methods*: Quarterly meetings of the WARD COUNCILLOR' Forum Quarterly meetings of the INTER-WARD COMMITTEES FORUM Reports of ward committees Reports of community development workers Timeous processing of outreach meetings reports and subsequent presentations to Council
23.1 Ward Council of Stakeholders (WCoS) – "the Ward War Room" **Chairperson**: Ward Councillor **Champion**: Ward Councillor/Traditional Leader **Secretariat:** Community Worker **Members:** As in item 9.5 of this Act **Roles & Responsibilities:** • Local level of coordination and planning • Conduct household and ward	**23.1 Ward Council of Stakeholders (WCoS) – "the Ward War Room"** **Chairperson**: Ward Councillor **Champion**: Ward Councillor/Traditional Leader **Secretariat:** Community Worker **Members:** As in item 9.5 of this Act **Roles & Responsibilities:** • Local level of coordination and planning • Conduct household and ward community profiles • Identify community projects • Develop and implement a ward operational plan

- community profiles
- Identify community projects
- Develop and implement a ward operational plan
- Collate and categorize the needs and allocate to appropriate sector and level
- Use the multitude of field workers available in different sectors incl. non-government sector to identify needs of the people
- Provide feedback to respective communities
- The WCoSshould consist of the Municipality and all structures of civil society within the jurisdiction of the Municipality, including Provincial Departments.
- The WCoS shall meet bi-monthly
- Identify critical areas that impede proper administration and primary Municipal Functions and finding mechanisms to address them.
- Community Participation
- Encourage communities to take part in activities organized for Community Participation
- Engage with the IDP and ward community based planning

11.   2.5   COMMUNITY PARTICIPATION AND GOVERNANCE STRUCTURES

In terms of Chapter 4 Section 16 subsections (1) Municipal Systems Act:

A Municipality must develop a culture of Municipal Governance that compliments formal representative Government with a system of participatory governance, and must for this purpose encourage, and create conditions for, the local community to participate in the affairs of the Municipality, including in:

- The preparation, implementation and review of its integrated development plan.
- The establishment,

- Collate and categorize the needs and allocate to appropriate sector and level
- Use the multitude of field workers available in different sectors incl. non-government sector to identify needs of the people
- Provide feedback to respective communities
- The WCoSshould consist of the Municipality and all structures of civil society within the jurisdiction of the Municipality, including Provincial Departments.
- The WCoS shall meet bi-monthly
- Identify critical areas that impede proper administration and primary Municipal Functions and finding mechanisms to address them.
- Community Participation
- Encourage communities to take part in activities organized for Community Participation
- Engage with the IDP and ward community based planning

23.2 Local Council of Stakeholders (LCoS) – "the Local War Room"
Chairperson: Mayor
Champion: Deployed MEC
Secretariat: Municipal Manager
Members: As in item 9.5 of this Act, including the Municipal HODs
Roles & Responsibilities:
- Provide support to the WCoS WR in terms of interventions and referrals
- Technical analysis of the needs from the people relative to the profiles
- Collate and categorize the needs and allocate to appropriate sector and level
- Prepare and carry out implementation through war rooms and report back
- Encourage communities to take part in activities organised by the Community Participation
- Clean up campaign e.g.; cleaning of schools, clinics, Hospitals and any other public area.
- Community days or culture, sports and entertainment day, Anti-crime, HIV/ AIDS and any other campaign.
- Educate the community on how to hold the Municipality Accountable for delivery of Municipal services and why they must pay for services rendered.
- Raise funds for community based activities and projects.

- implementation and review of its performance management system. - Monitoring and review of its performance including the outcomes and impact of such performance - The preparation of Municipal budget and when taking strategic decisions relating to the provision of Municipal services. - Subsection (1) of Municipal Systems Act: must not be interpreted as permitting interference with the Municipal Council's right to govern and to exercise the executive and legislative authority of the Municipality;	- After the approval of the IDP and the budget of the Municipality by the Council, the **LCoS** should meet on quarterly basis to receive progress report on implementation of the programme from. - Community Participation is not only about the above processes being followed and adhered to. The community should be consulted and take part in decisions that affects them like, when Council decide on increases to all tariffsincluding assessment rates before finalization - The Executive Mayor / Mayor and the Executive Committee have an obligation to report back to the community on the performance of the Municipality frequently; this include progress report on the implementation of the programme as agreed upon for each financial year through the **LCoS.** - The LCoS shall meet every sixth month - Identify critical areas that impede proper administration and primary Municipal Functions and finding mechanisms to address them. The Ward Council of Stakeholders (WCoS) – and the Local Council of Stakeholders (LCoS) – "the Ward War Room" shall be the strategic communication and IGR structure and platform.
No provision	**4. ESTABLISHMENT OF WARD COMMITTEE:** Only local municipalities of the "ward participatory type" may establish ward committees, when a) Provincial legislation determines whether this type of municipality exists in the province, b) The establishment notice (section 12 notice) of a municipality determines whether that particular municipality is of the "ward participatory type", c) If a municipality is allowed, in terms of its establishment notice, to have ward committees, the council decided to have ward committees and it took this decision through council resolution, and d) Subsequent (or together with) the decision to have ward committees, made rules regulating the elections of the members of ward committees. **5. STATUS OF WARD COMMITTEES:** (5.1) The object of a Ward Committee is to enhance participatory democracy in Local Government.

(5.2) A Ward Committee:

(a) Is an advisory body
(b) Is independent; and
(c) Must be impartial and perform its functions without fear, favour or prejudice.

6. ROLES AND RESPOSIBILITIES

6.1. ROLE OF SPEAKERS

- Speakers be ex-officio members of the ward committees
- Champion the establishment & operationalisation of ward committee
- Ensure ward committees are resourced
- Responsible for deployment of PR Cllrs
- Develop programmes for Ward Committees
- Monitor progress on implementation of Ward Committee programmes
- Strengthening of interaction with Ward Councillors
- Mediate in conflicts on ward committees
- Monitor the submission of proposed programme.
- Ensure that every ward has a ward committee.
- Ensure induction of ward committee members
- Set deadlines for submission of ward committee reports
- Ensure budget & proper costing for ward committee programmes
- Improve communication with ward committees & ensure feedback on reports submitted
- Impose penalties to Councillors for non-compliance

PROJECT STEERING COMMITTEE MANAGEMENT
The Municipality, to achieve maximum management of service delivery projects through public participation, transparency and accountability, shall provide for the establishment and management of Project Steering Committees for all local development projects as follows:
25.1 PROJECT STEERING COMMITTEE MANAGEMENT CORE VALUES
a) That communities affected by project implementation have a right to be involved in its management.
b) That communities should be provided with information

they need pertaining to the project and to contribute positively towards the project.

c) That communities and service providers should recognise the needs and interests of each other and be able to find each other.

d) That a commitment is made that community involvement will be treated with the respect it deserves and to influence project related decisions.

e) That No allowance or remuneration is payable to members of Steering Committees and no member of the Steering Committee may be involved in the project as a contractor or employee.

25.2 PROJECT STEERING COMMITTEE MANAGEMENT PRINCIPLES

Project implementation and community participation should be underlined by the Batho Pele Principles, namely

a) Consultation: communities should be consulted about the level and quality of the project

b) Service standards: the communities should be told about what the level and quality of public service they will receive so that they are aware of what to expect.

c) Access: all communities should have equal access to the services to which they are entitled.

d) Courtesy: communities should be treated with courtesy and consideration

e) Information: communities should be given full, accurate information about the public services they are to receive.

f) Openness and transparency: communities should be told how national and provincial departments are run, how much they cost and who is in charge.

g) Redress: if the promised standard of service is not delivered, communities should be afford an apology, a full explanation and a speedy and effective remedy; and when complaints are made, communities should receive a sympathetic, positive response.

h) Value for money: service delivery should be provided economically and efficiently in order to give the best possible value for money.

25.3 ROLES AND RESPONSIBILITIES OF STAKEHOLDERS

25.3.1 Emakhazeni Local Municipality

To fund/co-fund/ be funded and implement service delivery projects as per the IDP and approved/allocated budget

To assign officials to supervise and oversee the technical aspects of the project implementation

To assign a Councillor to attend project steering committee meetings and report to the ELM Speaker

To submit an overall project progress report to the Municipal Council through the Speaker`s Office

The Municipality must indicate whether a Steering Committee has to be established for the project and if so, the establishment of the Steering Committee has to be facilitated by the Office of the Speaker (ELM).

Provide support, as and when it is required, to the project

steering committee and the community.

Resolve any conflict that may arise between the service provider and affected communities.

Receive and consider the report of the project steering committee.

Appoint only one Community Liaison Officer (CLO) for each project in consultation with the relevant the Project Steering Committee, at remuneration as approved by the Municipality from time to time and formally inform the Project donor.

Facilitate the sod turning and launching events on/of the respective projects

NB!!!! Should the project not require a CLO a formal correspondence must be submitted to the Office of the Speaker by the relevant project engineer.

25.3.2 **The Speaker**

- Receive and consider the report of the project steering committee for the Municipal Council consideration
- Facilitate the establishment of the PSC after a briefing by the project management unit
- Facilitate a capacity building programme for the PSC on project management principles and effective project steering committee work
- Allocate Councillors to the chairpersonship of the PSC
- Deploy PR Councillors to the PSC

25.3.3 Ward Councillor

He/she chairs the meetings of the project steering committee.

Work hand in hand with the elected project steering committee secretary to compile minutes and reports of the committee.

Give feedback on the project to the community ward meeting

Report to the Speaker about the status of the project monthly

25.3.4 Community Liaison Officer (CLO)

Attend project steering committee meetings

Do inspection in loco on the project

Assist in the recruitment of required project labour personnel

Ensure that workers' salaries are recorded and submitted to the contractor on time

Create an effective liaison between the service provider, PSC, municipality and the community

Develop a schedule of PSC meetings in consultation with the PSC and the Ward Councillor

25.3.5 Project Steering Committee (PSC)

The PSC shall ensure the achievement of the following key deliverables within the project:

Effective monitoring of workers and ensure the contractors treat everyone fairly

Monitor the Welfare Report Form

Provision of monthly progress reports to the Ward Councillor

	Help the CLO in the resolution of problems, conflicts and blockages that may occur at the project level
	Ensure monitoring of the employment, sub-construction and local suppliers target
	Monitor the Project`s Key Performance Indicators
	Monitor the performance of the CLO
	Recommend Social Corporate Projects to the Municipality for consideration by the service provider
	Identify skills gaps and recommend training intervention for the CLO through the service provider
	25.3.6 **REPORTING MECHANISMS OF THE PROJECT STEERING COMMITTEE**
	• A consolidated report should be submitted to the Ward Councillor
	• This should be done monthly in the ward committee meeting
	• The report should be sent to the Speakers' Office on monthly basis
	• Copies of the report should be send to all components of the steering committee
	• The PSC shall submit a consolidated progress report on the project to the Ward Councillor through the monthly Ward Committee meetings.
	• The report of the PSC shall form part of a report to the Council on the performance of the project/s by the Technical Department of the Municipality.
	25.3.7 **STANDARD AGENDA FOR THE PROJECT STEERING COMMITTEE (PSC) MEETING**
	The CLO shall report to the PSC against the following agenda format**:**
	1. Opening and Welcome
	2. Present
	3. Applications for leave of absence
	4. Purpose of the meeting
	4.1 Progress report on the project
	4.2 Social responsibility programmes of the service provider
	4.3 Labour related issues (02% disabled, 48% youth, 50% adult male and female)
	4.4 Subcontracting work opportunities and subcontracts awarded to local service providers
	5. Date of the next meeting
	6. Closure
	25.3.8 Public safety and display
	• The project steering committee should ensure that compliance on safety is strictly adhered to by the service provider and the cooperation of the affected community is maintained.
	• The service provider must display a board detailing about the project and which should be visible to the public.
	• Where necessary, fencing of the area around the project should be applied.

25.3.9 Funding for the PSC activities and meetings

The Service Provider and the project engineer (where applicable) shall fund/support the following services and needs for efficiency of the PSC (within the service provider financial means):

- Launching/sod turning event for the project
- Catering and/or refreshments for the PSC meetings
- Identified Corporate Social Investment project (where applicable)
- Transportation of the CLO between official gatherings and trainings
- PSC capacity building programme

25.3.10 COMPLAINTS

The following mechanisms should be explored to receive and resolve conflicts:

All complaints should be referred to the CLO, Ward Councillor and the Municipality.

Such complaints should be acknowledged in writing by the CLO, Ward Councillor and or Municipal Manager and copies thereof should be given to the complainant and the project steering committee.

The received complaint should be disposed of by the relevant stakeholder within 48 working hours.

The complainant should be notified after the expiry of the 48 hour period on remedial action taken.

The PSC must try and resolve conflicts on the spot and refer un resolved conflicts to the Municipal Manager through the ward Councillor, and or the Office of the Speaker

25.3. 11 TERMS OF REFERENCE
25.3.11.1 PROJECT STEERING COMMITTEE (PSC)

INTRODUCTION

These terms of reference provide a framework within which the Project Steering Committee (PSC) would operate within the context of community development, EPWP principles and built environment projects.

The PSC must be members of the ward committee or respected community member appointed by the Ward Committee.

SCOPE

The PSC will be responsible to the Local Municipality through the Ward Committee, however shall liaise with the following stakeholders in performing their responsibilities through monthly on site PSC meetings:

- The Employer
- Contractor
- Project Engineer

KEY DELIVERABLES

The PSC shall ensure the achievement of the following key deliverables within the project:

- Effective monitoring of workers and ensure the

	contractors treat everyone fairly
	- Monitor the Welfare Report Form
	- Provision of monthly progress reports to the Ward Councillor
	- Help the CLO in the resolution of problems, conflicts and blockages that may occur at the project level
	- Ensure monitoring of the employment, sub-construction and local suppliers target
	- Monitor the Key Performance Indicators
	- Monitor the performance of the CLO
	REPORTING The PSC shall report progress on the project to the Ward Councillor through the monthly Ward Committee meetings. The report of the PSC shall form part of a report to the Council on the performance of the project/s by the Technical Department of the Municipality.
	25.3.11.2 Community Liaison Officer (CLO)
	INTRODUCTION These terms of reference provide a framework within which the Community Liaison Officer (CLO) would operate within the context of community development, EPWP principles and built environment projects. The CLO must be a respected member of the community and the method of appointment shall be transparent and agreed to with the Project Steering Committee (PSC). **SCOPE OF WORK** The CLO will be responsible to the PSC, however shall liaise with the following stakeholders in performing his/her duties:
	• The Employer
	- Assist in convening of affected community workshops or information sessions
	- Disseminate information to the PSC
	- Articulate program/project`s objectives and EPWP policies to PSC
	- Communicate and ensure the safety and well-being of labour
	- Attend induction programmes for workers and induct labour
	- Submit monthly reports to the PSC
	- Assist the PSC in the recruitment of labour and sub-contractors
	- Ensure that labour and sub-contractors meet the municipal service payments requirements
	- Deal with labour disputes and advice the site agent on resolutions
	- Attend all disciplinary hearings and ensure that they are free and fair
	- Attend training and empowerment sessions as organized by the employer
	- Do any other duties as assigned by the PSC from time to time
	• Contractor
	- Organize and assist the contractor in explaining the EPWP model and requirements

	- Ensure that the labour understand their responsibilities on site - Ensure that the labourers are informed of their conditions of employment and remunerations - Attend all technical site meetings and PSC meetings and report progress on his/her responsibilities - Keep written records on interviews, labour recruitment and community liaison to be summarized and included in the monthly report - Collect monthly labour welfare reports and submit to the contractor - Ensure that workers are paid in time and the correct rate as per the employment agreement • Project Engineer - The same as per the contractor KEY DELIVERABLES The CLO shall be responsible for achieving the following key deliverables within the project: - Effective monitoring of workers and ensure the contractors threat everyone fairly - Collect and submit the Welfare Report Form - Provision of monthly progress reports - Resolution of problems, conflicts and blockages that may occur at the cluster level - Ensure monitoring of the employment target required - Report on Key Performance Indicators
No provision	**THE IDP FORUM** The IDP Forum should consist of Municipalities and all structures of civil society within the jurisdiction of a Municipality. At District level it should include National and Provincial Departments. • The Executive Mayor as the chairperson, • The Mayoral committee, Councillors, the Municipal Manager and Heads of Departments including the IDP Manager/Co-ordinator, National and Provincial Departments, • Representatives from Ward committees. • Youth • Women • Religious groups • Sports and culture • Health and welfare • Business • Environment

- Education
- Senior citizens
- Community safety forums
- Community based organisations
- Ratepayers' association
- Traditional leaders.
- Agricultural associations.
- Informal traders' association.
- The disabled and the unemployed.

The IDP Forum as the structure that must make inputs to the IDP and the budget of the Municipality and recommend to Council for final approval, it must therefore draw up a programme to implement the IDP on yearly bases.

25. FUNCTIONS OF THE IDP FORUM MAY INCLUDE:

- Identify critical areas that impede proper administration and primary Municipal Functions and finding mechanisms to address them.
- Community Participation
- Encourage communities to take part in activities organised by the Community Participation

26. IDP FORUM SUBCOMMITTEES:

The Forum may establish sub-committees for the following:

- Community Participation under the leadership of the Executive Mayor, Mayor or the Speaker and the Community Participation Co-ordinator.

  - ♦ Budget.

  - ♦ Local Economic Development

  - ♦ Tourism Development

  - ♦ Water and Sanitation

  - ♦ Safety and Security and any other sub-

	committee deemed necessary by the Forum

No provision	**4. EVALUATION CRITERIA**
	The success of this Policy will be measured by:
	  a) The number of deputations, petitions, complaints and comments lodged in accordance with the provisions of this Policy,
	  b) The eradication of public complaints raised through the council outreach and mandatory meetings;
	  c) The total eradication of public perceptions and negative attitudes and actions against the council;
	  d) Increase in public comments and positive feedback posted through the Council comments/suggestion/opinion box and electronic systems;