

**SPEECH FOR MEC FOR CO-OPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS,  
MR MN MOKOENA AT THE SERVICE DELIVERY AGREEMENT SIGNING CEREMONY  
GALA DINNER: 20 OCTOBER 2010, NELSPRUIT**

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- **Programme Director, Rev MM Nthali**
- **The Executive Mayor of the hosting District; Cllr Mkhonto**
- **All MEC's present**
- **Chairperson of the Portfolio Committee on Cooperative Governance and Traditional Affairs in the Provincial Legislature, Hon SPD Sikhosana**
- **Chairperson of SALGA in the Province, Cllr SK Mashilo**
- **Executive Mayors and Councillors present here**
- **Chairperson of the House of Traditional Leaders, Ikosi SE Mahlangu**
- **Deputy Chairperson of the House of Traditional Leaders Kgoshigadi AF Mohlala**
- **All HOD's present, Senior managers of the department, other sectors and municipalities present tonight**
- **Ladies and Gentlemen**

During the State of the Province Address on 19 February 2010, the Premier of the Province, the Honourable DD Mabuza said, "manifestations of poor performance, poor communication and perceived 'social distance' between the servants of the people and people themselves should become focal points of attention as we continue to turn our local government system around into a better performing machinery."

The Honourable President, J.G. Zuma adopted an outcome-based performance approach to service delivery. He therefore signed performance agreements with his Ministers, and on the 25<sup>th</sup> February 2010, the President signed a performance agreement with Minister Sicelo Shiceka on Outcome 9, which is a commitment to be "A responsive, accountable, effective and efficient Local Government System." Thereafter the Minister signed delivery agreements with all 9 MEC's responsible for Local Government and Traditional affairs.

The government has therefore embarked on introducing and implementing service delivery agreements as management tools to create accountability to the public for targeted results. The extension today of service delivery agreements to municipalities is aimed at ensuring the inclusion of local government in the achievement of government goals. This we do because we understand that local government is where the tyre hits the road on service delivery.

This will of necessity entail systematic demystification of government and the process of governance, through the creation of synergies in the relationship with citizens by involving and empowering the public to demand accountability from all holders of public office.

Our outcome as the Department Of Co-operative Governance and Traditional Affairs and you as municipalities is Outcome 9: A responsive, accountable, effective and efficient local government system.

Programme Director, this service delivery agreement must be regarded as a statement prepared by government in outlining the nature, quality and quantity of service that citizens should expect from our institutions. One of the important characteristics of this service delivery agreement is that it talks to the issues that have been raised by communities.

Some of these issues have led to unrests in other areas. We can confidently say to the communities that as from now on you will know the details of what will actually happen in your local space.

It will by all accounts, Programme Director, set out, what our institutions do, what services users can expect, the standard of the service to be provided, time frame within which the service will be provided, details of any user charges, and the requirements, and how users may seek redress if they are dissatisfied with the service.

The effective implementation of the service delivery agreement will assist in achieving the following imperatives:

- Creating a radical paradigm shift in the management of the public service by aligning service delivery with the values and needs of the public;
- Ensuring a focus on customer value proposition which should entail evaluation of service delivery through the eyes of the customer;
- Providing strong feedback mechanisms on quality and timeliness of service delivery.
- Creating of strong public/private partnerships through involvement of the private sector and civil society in the broad process of policy determination and implementation,
- Unprecedented improvement of the image of government in the eyes of the public by enthusiastically embracing and supporting the process and culture of performance.

The most important things that we commit ourselves in doing through this service delivery agreement would be the following:

- The extension of basic services which include water, sanitation, electricity and waste management
- Creation of job opportunities by 2014 through the Community Works Programme
- Transformation of administrative and financial systems in our municipalities which includes Supply Chain Management and the integration and streamlining all of our internal software systems to ensure uniformity, linkages and value for money.
- The filling of six critical senior municipal posts in our various municipalities namely Municipal Manager, Chief Financial Officer, Town Engineer, Town Planner, Human Resources Manager and Communications manager as the basic minimum for every municipality
- That all municipalities in the province will achieve clean audits by 2014
- Building municipal capacity to enable municipalities to collect 90% of their revenues
- Strengthening our organizational performance management systems for improved service delivery and accountability to the communities
- Improving our interaction with the institutions of traditional leaders and integrating our ward-based system of planning and governance with the programme of traditional councils, where they exist

Programme Director, as a local government sphere we have done a lot in making monumental achievements in terms of improving the lives of millions of our people in this province over the past 16 years of democracy. To date no less than 91,3 % of the people have access to clean water. 53,9 % have access to sanitation. 41,5 % have access to refuse removal whilst over 81,7% have access to electricity. Whilst a lot has been achieved we will agree that much more still needs to be done.

Most of our municipalities within the province have appointed their Audit Committees in line with section 166 of the Municipal Finance Management Act and other related regulations. The roles of these Audit Committees are to advise our municipalities on matters relating to internal financial controls, risk management, performance management and evaluation as well as effective governance for councils to be able to perform their oversight functions.

Those of our municipalities who are still sharing audit functions with District councils must move with speed in establishing their own committees.

Programme Director, the role and purpose of these MPACs will be to provide assurance to the public that public funds are being managed properly; that funds were spent as intended; and that there has been best possible value received for funds spent.

Members of these committees must understand that their role in oversight and accountability at municipalities would not be easy; especially because they were not established to be popular as they have to give the public an assurance that the public purse has been spent correctly and on intended purposes.

Working with other stakeholders like SALGA, Treasury, Auditor-General and the Legislature we are going to subject all elected members of MPACs to a 2-day thorough training on 2<sup>nd</sup> & 3<sup>rd</sup> November 2010 in Middleburg. You are invited as Executive Mayors to join us in that important and ground-breaking development in our province.

Programme Director, by signing this Service Delivery Agreement, Executive Mayors are committing on the following:

- That they will play their role as outlined in the Municipal Finance Management Act by monitoring the prudent management and utilization of their municipal finances
- That they will monitor the execution of their municipal Service Delivery and Budget Implementation Plans (SDBIPs) for improved and accelerated service delivery
- That they will take personal responsibility and accountability for non-delivery to communities
- That they will ensure every rand spent in their municipalities does what it is earmarked for
- That they will advocate and actively work towards corrupt-free municipalities
- That they will lead by example in their various communities by adhering to ethical standards and professional conduct in their public and private lives
- That they will render unwavering support to the effective functionality of their newly established Municipal Public Accounts Committees and Audit Committees to ensure that corruption, fraud and mismanagement is uprooted
- That, working with our esteemed traditional leaders, they will work tirelessly in restoring the confidence of our people in the system of local government as we move towards the 2011 local elections.

We are therefore here today Programme Director, as a collective, representing the 21 municipalities in the province committing with our signatures that we shall work together side-by-side for the benefit of our communities, hold each other's hands and deliver on all the seven outputs of Outcome 9 by the year 2014 namely:

- Implement a differentiated approach to municipal financing planning and support
- Improve access to basic services
- Implement community works programme and cooperatives support
- Undertake actions in support of human settlements
- Deepen democracy through a refined ward committee model
- Improve municipal financial; and administrative capability
- Single window of coordination

For COGTA to be successful in realizing the 7 outputs we are working very close with other role players or partners, namely the Department of Finance, the Department of Human Settlements, the Department of Water Affairs, Office of the Premier, the Department of rural development and land reform, SALGA, business sector, State owned enterprises like Eskom, DBSA etc.

We will continue to harness our collective efforts in order to realize a responsive, accountable, effective and efficient local government system.

May I therefore call on the Executive Mayors to join me as I append my signature and publicly commit to the province, country and the world to know that we shall, working together, make sure that what we sign here today truly translates into the building of a better life for all especially the poorest and most vulnerable in our Province.

I thank you.