

# MAYOR HAND OVER TRACTOR TO GA-SEROKA COMMUNITY



New appointment of Director for Development Planning. Page 3



Mayor's trust offers lessons. Page 4



Official opening of Library Page 9

## VISION

A viable municipality in sustainable rural development



## MISSION

To provide integrated services in enabled environment for growth and development

# MAYOR FOREWORD

## Her Worship Mologadi A Mphela



**N**gwaga o sa nthatego selaganya. All the excitement of 2014 as well as its trials and tribulations are now a distant memory. It is time for us to look forward to a wonderful 2015 filled with many possibilities of what may be.

In line with Section 34 of the Local Government: Municipal Systems Act (Act 32 of 2000), the Municipality has completed the Analysis Phase of the annual review of the Integrated Development Plan (IDP). The systematic approach adopted for analysis involved stakeholder consultation and participation, subsequently leading to the Municipal IDP Forum held on the 20<sup>th</sup> November 2014.

Consonant with the New Growth Path Strategy, the Municipality sought to address inequality, poverty and job creation. Through the local economic directive, the Municipality hosted a successful quarterly LED Forum on the 26 November 2014. From the LED perspective, eight (8) Local Farmers Support Workshops were held, the creation of 1620 employment opportunities were created through municipal led initiatives such as Working for Woodlands (202), Community Work Programme (1100) and many more. The internal revision of the Local Economic Development Strategy due this(third) quarter will translate into or contribute towards economic excellence.

*Our budget for 2014/15 financial is R87 473 000 and R24 448 000 is for capital operating budget. Capital projects for the financial year include, but not limited to; Design of roads (internal streets) and storm water drainage projects. At the*

*height of these are Hoeraroep portion 2 to sport complex internal road and Ga-Nchabeleng bridge. The Upgrade of Fetakgomo Sports Complex, operationalization of 45 High Mast Lights and Refuse removal projects. In addition the Municipality has to date fenced and implemented ablution facilities in fourteen(14)cemeteries namely Mphanama, Ga Matji, Ga Phasha, Ga-Matsimela, Apel, Shubushubung, Mokgotho, Mohl aletse, Ga - radingwana, Seokodibeng, Mooilyk, Mmabulela and Malomanye. The second quarter period also saw a successful practical completion handover for the Upgrading of Apel Reatrational Park (Phase 1), Mphamana Community Hall and the Atok Taxi Rank. The projects are not sufficient to undo the injustices of the past but a step into the right direction. As a municipality we are always striving to provide services to our people and seeking to create an environment conducive for job opportunities.*

While on the topic of our citizenry, there are so many highlights of 2014 but we need to single out some of those milestones. For instance The Presidential Local Government Summit convened by the President of the Republic of South Africa Jacob Zuma on the 18<sup>th</sup> September 2014 under the theme “**Back to on Basics: Servicing our Communities Better**”. At the Summit, the Minister of Co-

operative Governance and Traditional Affairs (CoGTA) MMunicipalities r Pravin Gordan launched the Back-To-Basics Campaign which focuses serving their communities better. The Summit served as a platform for the

local government practitioners to commit to a new service ethos to take local government forward and put people first and set new standards of accountability and responsive governance. In implementing resolutions of the summit the following are our commitment:

Creating conditions for decent living ensure good governance by ensuring that council meetings sit quarterly, strengthening the functionality of ward committees and ensuring that ward councillors convene monthly meetings with communities for feedback.

Secondly SALGA Limpopo issued guidelines for the Municipalities to establish the Municipal Women's Caucus. The caucus will promote participation of all women councillors within the municipality. Based on the above, Fetakgomo Local Municipality has established the Women's Caucus and it was launched on the 16<sup>th</sup> October 2014. Councillor Maisela Phyllistus Ramatsimela was elected as the Chairperson of the Fetakgomo Municipal Women's Caucus. Women make up more than half of the Fetakgomo population. They play an important role in raising children and keeping families together and are active participants in the economy. It therefore makes sense that they should have a say in the way our Municipality is running.

**CONTINUES ON PAGE 2...**



# EDITOR'S NOTEBOOK



Rachidi Lehoho Ngoato

**W**elcome to this 2<sup>nd</sup> informative edition of Modiredi for the financial year 2014/15, the year of united Action to move Fetakgomo Forward. This Quarterly Newsletter is an effective communication tool for municipal clients,

CONTINUES FROM PAGE 1

Fetakgomo council comprises of 30 members of which women are 13, constituting 43% against 47% men.

The beginning of a new era in women's struggle for change was talking root and today the 50/50 campaign defines the strength of the power of women. The objective of women's caucus are amongst others to have one voice of women in the

customers, stakeholders and the entire general population. We will continue to bring you all the relevant update that are important about the Municipality. Our loyal and consistent readers will realize that we

have moved from newsprint to the actual newsletter. Furthermore we have increased the quantity and the paper texture of this quarterly newsletter as compared to previous years. From 2009 we have been using a newsprint tabloid paper comprises of 8 pages. Now as part of improving the newsletter and moving with times, we have

introduced a 12 pages glossy A4 paper with 5000 copies quarterly so that we can reach as many readers as possible. One of the advantages of using glossy paper is that they reflect a high quality image in comparison to other papers.

We encourage people to read it as opposed to using it for the purpose not intended for.

We have no doubt in our minds that you will enjoy this new look edition of Modiredi. Please send comments to the editor for further improvements. Till we meet in the next edition.

Municipality in a coordinated manner and to provide support to each other as women and influence programme and agenda for the municipality. Meanwhile there are also roles for women caucus and few are summarised as follows: advocate political and other programmes that directly affect women and ensure that women are empowered. Further to empower and strengthen women

leader including making appropriate linkages with women in the institution of traditional leadership to promote public participation. Motivate and ensure that women present concept papers on economic development, social transformation, women and media.

Let us Work Together to achieve more in this year!!!!

## EDITORIAL CREDITS

PUBLISHER

Fetakgomo Local Municipality

EDITOR

Rachidi Lehoho Ngoato

LAYOUT, PHOTOGRAPHY  
& CONTRIBUTIONS

Mamagase Nchabeleng



STAND NO. 1

MASHUNG GA-NKOANA  
P.O. BOX 818 | APEL | 0739

TELL: 015 622 8000 | WWW.FETAKGOMO.GOV.ZA



## FETAKGOMO APPOINTS DIRECTOR FOR DEVELOPMENT PLANNING

The Fetakgomo Local Municipality (FTM) has appointed Ms Peu Lerato Cathrine as the Director Development Planning on a 5 year fixed term contract with effect from 01 November 2014.

Ms Peu aged 26 years holds B.Tech in Town and Regional Planning from University of Johannesburg. She further completed national certificate in Fundamentals on Projects Management with Damelin. She is currently studying Master Degree with University of Pretoria under the thesis titled "The contribution of Mining and Beneficiation to Development in Localities with strong Mining Economies".

Ms Peu has experience from both public and private institutions. She worked at P.E.Mahapa and Associates Town

Planners. She subsequently joined the National Department of Human Settlements and the Housing Development Agency in Limpopo respectively. Before joining Fetakgomo Local Municipality, she was with ESKOM as Land Rights Negotiator.

The Municipality believes to invest in human capital that is highly skilled, motivated and



Newly appointed Ms. Lerato Cathrine Peu

experienced. Part of building a capable state in terms of the National Development Plan includes the appointments of skilled, key and strategic personnel thereby ensuring stability in the senior management and leadership levels.

Ms Peu is confident that she will make a significant

## EXPERIENTIAL LEARNERSHIP PROGRAMME FOR UNEMPLOYED GRADUATES



Newly appointed experiential learners

The Fetakgomo Local Municipality has officially appointed the first group of unemployed graduates for experiential learning programme in an effort to ensure improved delivery of services to the community. The programme is aimed at enhancing youth employability within the municipal jurisdiction

by giving them the opportunity to gain valuable municipal work experience for a 24 months period receiving a monthly stipend of R3000-00.

The following are newly appointed experiential learners

1. Mr Phasha IR who is attached to Human Resources;
2. Mr Mohlala PI who is attached to Town Planning;
3. Mr Nchabeleng MK who attached to Executive Support Communication;
4. Ms Maisela KR who is attached to Executive Support Special Programme; and
5. Mr Hlakudi BD who is attached to Local Economic Development.

Together we will move Fetakgomo forward to deliver services to communities.

# FETAKGOMO COUNCILLORS SHINES ACADEMICALLY



Councillor graduates

Eight (8) Councillors from the Fetakgomo Local Municipality were among 198 candidates who acquired Executive Municipal Leadership and Financial Management. They were awarded certificates and statements of symbols in Polokwane, Bolivia Lodge on 14 October 2014. The 9-month programme is LG-SETA – accredited and is at NQF level 6. The trainer Ms Chauke and Mme Makhurupetje CoGHSTAMEC were in unison that the training had capacitated the politicians.

“Politicians, for their oversight role, need skills and competence in practical decision making, this will

ensure them to carry their mandate effectively”, Makhurupetje remarked.

She also admitted that the Auditor General of South Africa (AGSA) is seriously concerned about wasteful and fruitless expenditure in

municipalities. As a result the learned skills of providing strategic leadership and oversight should address the AG's concerns.

The MEC's concern regarded the gender representation among 'graduates' as only 47,3 % of women.

The 8 Councillors who graduated are:

1. Cllr. Mabothe MC-ward 8 Councillor
2. Cllr. Mosoane MW – ward 7 Councillor and also Chairperson of MPAC
3. Cllr. Mashabela WN – ward 5 Councillor and also Chairperson of Development Planning
4. Cllr. Diphofa DK – ward 2 Councillor and also Chairperson of Technical services
5. Cllr. Mampheko KK – Speaker and also Chairperson of Council
6. Cllr. Kupa MT – ward 12 Councillor and also Chairperson of Budget and Treasury
7. Cllr. Lesufi MJ – PR Councillor and Chairperson of Cooperate Services
8. Cllr. Seroka KA – ward 1 councilor and also EXCO Member responsible for both Corporate and Community Services

## MAYOR'S TRUST OFFERS LESSONS

A DELEGATION from Fetagomo Local Municipality in the Sekhukhune District Municipality of Limpopo Province, was highly impressed after being hosted by our Mayor's Education Trust, the James Nxumalo Education Trust.

The delegation was led by Fetagomo Mayor Sefala Kukie Raesetjas during the study tour. Raesetja said she wanted to start something similar in Fetagomo. “We wanted to start a Mayoral trust fund to help our impoverished communities. After learning that eThekwin Mayor had a trust, we approached the City and asked

if we could come to learn from them as to how we can start our own trust,” she said.

James Nxumalo Education Trust trustee Bhekimpi Mchunu said the Mayor's Trust was happy to help facilitate the one-day worksop. He said: “We will help Fetakgomo in any way we can and we hope that this relationship will go beyond today's meeting.” The James Nxumalo Education Trust Fund is an initiative of our Mayor. It aids access to schooling and tertiary education to learners and students. It

provides financial assistance and other forms of material support to high performing but needy deserving learners



# MAYOR HAND OVER TRACTOR TO GA-SEROKA COMMUNITY

When the nation celebrated the national toilet day on the 19<sup>th</sup> November 2014, Her Worship The Fetakgomo Mayor Cllr. Sefala Kukie Raesetja Elizabeth handed over completed 200 sanitation and a tractor to Ga-Seroka Community. Celebrated under the theme “Together developing rural communities, the construction of toilets and tractor was donated by the

Department of Rural Development and Land Reform (DRDLR)”.

Ward 1 Ga-Seroka village has been identified as CRDP (Comprehensive Rural Development Project) site since June 2011 after conducting household profiling through NARYSEC (National Rural Youth Service Corps) candidate. Household profiling (HHP) is used for the identification of household needs and the required interventions to address identified needs and challenges.

The Department also appointed Baseta Consulting in April 2012 to conduct Community Based Planning (CBP) to deal with community needs. Within a good story to tell, 200 sanitation units for households at Ga-Seroka village were delivered and the Fetakgomo Mayor handed over them officially. In addition, 120 IPADS for school programme were also supplied at Mankopodi Primary (40 IPADS) School, Dinakanyane Secodary School (40 IPADS) and Seroka Primary School also received 40 IPADS.

Speaking during the handover ceremony of the tractor the Mayor Mologadi A Mphela applauded the commitment of local farmers because this initiative is aimed to assist local farmers and community to use land productively and optimally in the fight to eradicate poverty and unemployment. Fetakgomo believes that agriculture is one of the sectors which need to play a role in improving the economy and the well-being of the people.

Mogoma wa sebedu o dula le mong wa yona gae said the Mayor. The tractor remains in the care of the community and will be stationed at your local clinic (Seroka clinic)



1.Fetakgomo Mayor test driving the tractor  
2.One of the sanitation toilets handed over to the community  
3.Mayor hold the declaration  
4. Mayor looks on as students learn to use IPADS

## MINISTER MUTHAMBI PROMISES BETTER ACCESS TO CELLPHONE NETWORKS



### Communication Minister Faith Muthambi

Communication Minister, Faith Muthambi says they are engaging with network providers to ensure that there is access to cell phone networks in disadvantaged rural communities. Muthambi was speaking at a Ministerial Imbizo with stakeholders held on Friday 24 October 2014 at Ward 7 Apel, Tau Mankotsana Community Hall. The Minister was ushered with the Bapedi praised poem-the poem that talk about our own origins, strengths and tribulations:

Rena re Bakgatla ba dithebe. Re boa Mohlake, Mohlaka Marole, Mohlopi wa Mmasebuta sa Dimo Seolomathebo, Wa naka dira le magodu. Nna re bowa phooko le phookwane, Mabje-maramaga, mabje magolo ka mabedi e kago mae a tswilwane. Re Bahlako ba Raphogole a Ngwoato. Rena re Marota a Mahwibidu, digolokwane tša Tšate, dilolaya diipolaela, boba tša Mohlaka.

In his welcoming speech, the representative of the Mayor, Cllr. Seroka KA expressed warmest and most sincere congratulations on appointment of Minister Muthambi as the Minister of Communications in the fifth democratic administration. The Municipality is pleased that this visit by the Minister captures the essence of Imbizo (Pitšo) in line with traditional values of consultation. We receive the Minister's visit as the further demonstration of our government's commitment to bridging the digital divide by ensuring that rural communities of Fetakgomo get access to

Information and Communication Technologies (ICT) platforms. As Fetakgomo we urge you all to use this visit to ensure that we realize the beneficiation of electronic media to our rural communities and place our rural areas at a better chance of harnessing the benefits of ICT, said Cllr Seroka. Communications, particularly development communication offers opportunities to promote rural development by creating sustainable livelihoods for our young people and their communities. Muthambi says that she is

working with local municipalities to submit a list of villages experiencing network challenges. Fetakgomo municipality is the only municipality without community radio station. No community newspaper to mention just a few. Cellphone network continues to be a problem. Out of 10 cellphone network only 4 has capacity to cover wide areas. This indicates medium to low use of cellphone in some areas.

Available market research Synovate cited in Suthern in 2010 showed that 84% per cent of South African cannot live without their cell phone. Applied to Fetakgomo context, this finding has strong implications for cellphone network tower. Put it differently cellphone network coverage is evidently poor and therefore needed in different villages and sections of the municipal wards for effective communication. At the time of printing this is the list compiled and submitted to the Minister:

Ward No	Village
1	Mmakopa ,Seroka ,Tswereng , Masehleng and Sefateng
2	Sepakapakeng, Seleteng Magagamatala
3	Ga-Makola and Lekgwarapaneng
4	Marokolong, Mashilabela, Lehabile, Shenyaneng and Phageng
5	Ga-photo and Tjate
6	Mokhulwane ,Ga-mmashaku
7	Mabotsaneng ,New stand ,Makodi and Makgaleng
8	Mapodi, Makushwaneng, Mapulaneng
9	Pelangwe
10	Moshate-Gamanotoane
11	Ledingwe, Ramallane, Senthane
12	Bogalatladi , and Sefateng
13	Shubushubung ,Rostock ,Mahlabeng ,mooiyik

CONTINUES ON PAGE 7...

# YOUTH DEVELOPMENT SUMMIT ABUZZ



Mayor and Delegation at the Summit



Youth attending the Summit

The Fetakgomo Local Municipality in conjunction with the Bokoni Platinum Mine held the 3<sup>rd</sup> Annual Youth Development Summit at Sefateng Community Hall on the 21<sup>st</sup> November 2014, themed “together moving youth development forward”. The aim of the summit was to address various issues affecting youth in Fetakgomo Local Municipality also to expose out of school learners, unemployed graduates and those willing to venture into business. Young people were given opportunities to apply their minds with the available opportunities presented to them by various sector departments and private sector.

This annual event was graced by the Fetakgomo Municipality Mayor Cllr. Sefala Kukie Raesetja Elizabeth, Bokone Platinum Mine representatives Kenneth Mbewe (CEO) and Andrew Letlapa, Vusi Ntuli of the National Youth Development Agency. Other

organizations which sent representatives to the occasion are the Office of the Premiers, Mining Qualification Authority, Capricorn FM, Department of Agriculture and SITAs.

Speaking on behalf of Bokoni Platinum Mine Kenneth Mbewe Stressed that youth should take control of their future, where they meet challenges the Municipality and the Mine should assist where they can with support. He also mentioned that the Mine has a partnership with Capricorn FET. He further went on to say the partnership will assist young people in terms of saving money for renting accommodation, travelling and so forth because they study at the mine.

It is believed that the summit has left valuable information that will enhance the ability and activity of our youth in Fetakgomo. We also believe that this Summit has assisted those who have been in the dark with regards to information reach.

## CONTINUES FROM PAGE 6

The Minister further made commitment to engage Vodacom to intervene as they have assured her that once they get the list they will be able to deal with this issue of network and make sure that they provide infrastructure so that people can be connected.

I can tell you, very soon, residents of this area will enjoy using their cellphones just like those who are living in suburbs, said the Minister.

Amongst the attendees were representatives from the public broadcaster South Africa Broadcasting Corporation (SABC), Independent Communication Authority of South Africa (ICASA), Sentech, Film and Publication Board, Media Development and Diversity Agency(MDDA) community radio station across Sekhukhune District, House of Traditional Leaders, Those who attended the imbizo are

optimistic that Minister Muthambi's intervention on the issue of network will bring positive results.





## FETAKGOMO HOSTED FASHION SHOW COMPETITION

The Fetakgomo Local Municipality has hosted an annual fashion show competition on the 26<sup>th</sup> September

2014 at Moses Mabotha Civic Hall. It was hosted under the theme “celebrating the Bapedi culture through fashion, tell your stories that move Fetakgomo Forward”. This event was organised primarily to showcase and unearth local talents in the field of Local Fashion designers and entrepreneurship in arts and craft.

Speaking on behalf of Fetakgomo Mayor Cllr. Seroka KA committed the Municipality to continue organising this event on annual basis. He said the Fetakgomo Fashion Show should be held every year in September as part of celebrating heritage and tourism month. Fashion has become a large part of identity making in the post-human world in which people play dress-up with their clothing. We care about what we wear a great deal because our culture emphasizes an outward appearances. Our appearance depends on what we are wrapped in hence fashion is about our beauty

The representative of the Mayor further appealed to all citizens to make Fetakgomo fashion show popular so that we market our local fashion designers. The annual fashion show was attended and supported by Cllr

Pinkie Nchabeleng from the Sekhukhune District Municipality on behalf of the Executive Mayor who appreciated this event as a build-up activity towards district heritage day celebration. She appeals to all local municipalities to host build-up events which should culminate into a bigger district activity. The LED unit has appointed judges as far as Nelspruit by the name, Ms Phethile

Ntandane, from Fashion Stylish and Tshepho Mathabatha from house of impression. Winners from different categories were announced by the LED Manager Ms Mengwai Mahlogonolo as follows:

Casual wear is **Thobejane MF** who scoped Industrial Iron. Evening wear was won by **Manala DE** taking home Industrial sewing machine. Formal wear went to Sekhukhune WM taking singer steam work. Traditional wear was won by **Phasha BC** receiving Industrial sewing machine.

Ms Mengwai thanked all participants and urged those who did not win to start preparing now for 2015 competition.



Big winners during the fashion competition

### MISSION

To provide integrated services in enabled environment for growth and development

# MISS BOPEDI SUPERSPAR CROWNED



contestants during the Miss Bopedi superspar

18 year old Veronicah Mokgabudi from Ga-Masemola has been crowned Miss Bopedi Superspar 2014. The dazzling event that celebrates beauty was held at Bopedi Shopping Complex on the 25<sup>th</sup> November 2014. It was attended by people from surrounding villages in Fetakgomo including former Miss Bopedi Superspar

superspar Sizwe Yaya. Not only is Miss Bopedi Superspar a pretty face, she is in matric and is embarking on charity work. This Christmas she is challenging people to sponsor a good course of giving the underprivileged an unforgettable Christmas. She wants to embark on this project with Bopedi Superspar

and Fetakgomo Municipality.

Ecstatic Veronica says winning the event means a lot. Speaking exclusively to Modiredi, Veronica said, her role will be more of responsible task and she should lead by example to other young girls who will look up to her. The names of the winners are: **Molebogeng Ntsoane** 1<sup>st</sup> Princess, **Malebo Phasha** 2<sup>nd</sup> Princess, **Renelwe Phakwago** Miss Personality and **Mnong Maletse**. Veronicah went home with a laptop and Apel Pharmacy voucher, 1<sup>st</sup> princess scooped a tablet and the 2<sup>nd</sup> princess left with a digital camera.

## BOKGOBA-PUKU BJA DIMILIONE TSA DIRANTA BO GAFELWA GO SETSHABA SA MMUSHO WA SE LEGAE WA FETAKGOMO

Molekgotla phethiši wa goro ya Dipapadi Bokgabo le Setšo Mme Nandi Ndaleneni mmušong wa Limpopo o phethagaditše se mmušo go bula le go fa badudi ba mmušo wa se legae wa Fetakgomo bokgoba puka bja dimilione tša diranta letšatšing la 10 gweding ya lewedi (November) 2014, moletlo yo o be o sweretswe go la Moses Mabothe Civic Hall gauiswi le bokgoba-puku bjo buswa. Bokgoba-puku bjo jwa dimilione tse senyane (9 million) bo tšile go hola le go hweletša badudi tšebe ye e tseneletsego. Se se tla thuša setšaba ka kakaretšo kudukudu barutwana metseng ya Fetakgomo. O rile ge a amogela setšaba Mmamošte wa Fetakgomo Sefala Kukie Raesetja Elizabeth a bontsa go amogela ka mokgwa o mobotse o setšaba se šumišang le go swara bokgoba-puku bja bona. O rile se se tla thuša go hlabolla le setšaba le maphelo a barutwana metseng. O feleleditše ka gore “bokgoba-puku bjo ke dithuto tša lena go tswa mmushong wa Africa Borwa.” Go ruma diketeko, Molekgotla phethiši wa

goro ya Dipapadi Bokgabo le Setšo Mme Nandi Ndaleneni o boletse gore, bona e le kgoro ya bona ba tliša ditirelo bathong, gomme le go matlafatša tšebo go bohle setšabeng ka kakaretšo. O hlohleditše badudi go shumišiši diterelo tseo kgoro ya kgabo e di tlišang setšabeng.



Hlabirwa a Bauba, Mmamotse Kukie Raesetja Sefala le Mme Nandi Ndaleneni ba bula mogobo-puku semusho

# LETŠATŠI LA BATHO PELE



Dog being traeted and tested during the batho pele day

The 'PEOPLE FIRST PHILOSOPHY' has once again been brought to life with a celebration of the Batho Pele day which was on the 11th of September 2014 at Fetakgomo's Ga-Selepe. Government Staff and the citizenry were not only made to share information on all eleven Principles of Batho Pele, bringing back the spirit of 'putting people first', but were spot on in providing and receiving public services.

The entire exercise was meant to be the day of services and not speeches!

The event was characterized by a plethora of activities. The services ranged from dog vaccination trough human immunization to TB and HIV/AIDS testing.

The departments that punctuated this august gathering included COGHSTA, Health, Social Development, SASSA, Agriculture, Justice and Correctional Services, LEDET, to mention but a few. Private-Public partnership was reinforced further with the attendance of companies such as Boikano IT Solutions, Bokone platinum Mine, etc.

Public servants were as usual at the forefront of implementation management. The success of government's programmes and policies depends on the Public Service. Batho Pele is a belief set that is used to improve service delivery in the public service.

Batho Pele is an approach to get public servants committed to serving people and to find ways to improve service delivery. This approach also requires the involvement of the public in holding the Public Service accountable for the quality of service provided. Batho Pele is also about moving the Public Service from a rules-bound approach that hinders the delivery of services to an approach that encourages innovation and is results driven. In other words instead of looking for reasons why government cannot do something, they have to find better ways to deliver what people need.

Managers in public service have a key role to play in

creating an environment for their staff to become effective in the way they interact with customers. This requires that they focus on motivating staff, ensure that they have the right tools to do their work and provide ongoing support especially at times when staff are under pressure and stress.

The Batho Pele belief has been summarised by this slogan: "We belong, we care, we serve." Batho Pele aims to ensure that all public servants put people first, and adhere to the following overarching framework: We belong: we are part of

the Public Service and should work together and respect fellow colleagues, We care: caring for the public we serve – our customers and We serve: all citizens will get good service from public servants.

Batho Pele is based on the following eight principles:

## **Consultation**

Customers should be consulted about the level and quality of the municipal services they receive and, wherever possible, should be given a choice about the services that are offered.

## **Service standards**

Customers should be told what level and quality of services they will receive so that they are aware of what to expect.

## **Access**

All customers should have access to all our services, and possible barriers should be done away with.

## **Courtesy**

All customers should be treated with courtesy, consideration and empathy.

## **Information**

Customers should be given full, accurate information about the municipal services they are entitled to receive.

## **Openness and transparency**

Customers should be given honest and open feedback on how the Municipality works, what the resources are and how they are used, and the level of efficiency.

## **Redress**

If the promised standard of service is not delivered, customers should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, customers should receive a sympathetic, positive response.

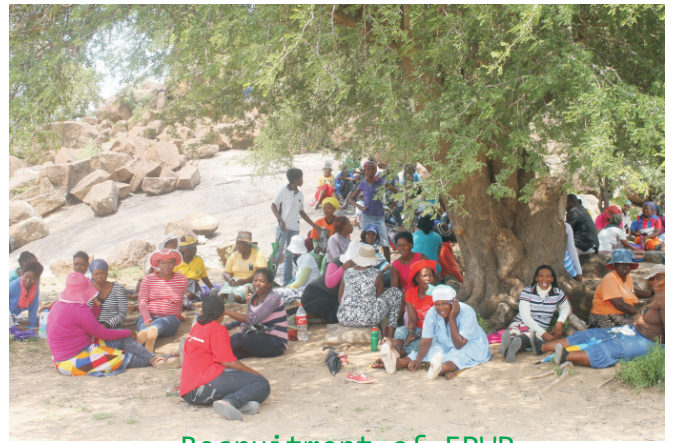
## **Value for money**

The Municipality should seek ways to simplify services and eliminate waste and inefficiency by ensuring that services are delivered in the most efficient way.

The Municipality will establish effective stakeholder forums that are inclusive and promote the ideals of a non-racial, non-sexist, democratic, caring and prosperous society.



Opening of Usave



Recruitment of EPWP road maintenance for indigents



Employee wellness day



Nelson Mandela Remembrance Walk

# FETAKGOMO LOCAL MUNICIPALITY CODE OF ARMS

Provisional for public comments

