

FILE REF:17/03

DATE:19
December 2018

DEALS WITH
THIS MATTER:
Lutho Nduvane

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PO Box116, Port Elizabeth 6000

Republic of South Africa
e-mail: investments2@mandelametro.gov.za

MEMORANDUM

TO: MR P. NEILSON: ACTING CITY MANAGER

FROM: MRS L. MXENGE: ACTING EXECUTIVE DIRECTOR: EDTA

SUBJECT: SNDB CITY SECOND QUARTER PROGRESS REPORTS

1. PURPOSE

The purpose of this Memorandum is to request the City Manager to sign off the SNDB City progress reports as required by the Co-ordinator: Sub-National Doing Business, at National Treasury.

2. BACKGROUND

The attached reports have been received from each Work stream involved. The purpose of these reports is to monitor the progress made. The reports are required by the National Treasury.

- City Reform Progress Report (Electricity and Energy)
- City Reform Progress Report (Registering Property)
- City Reform Progress Report (Dealing with Construction Permits)

3. RECOMMENDATION:

It is recommended that the City Manager signs off each Work stream report.



MRS L. MXENGE
DESIGNATION: ACTING EXECUTIVE DIRECTOR

19/12/18
DATE



Senior Management Lead/ Champion:

Bernhardt Lamour, Acting Executive Director: Electricity & Energy (Senior Management Lead/ Champion)

Technical Coordinator:

Luvuyo Magalela, Director: Planning, Electricity & Energy

Work Team:

- 1. Roark Prinsloo, Electricity & Energy (Coordinator)**
- 2. Angel Mbili, Technologist, Electricity & Energy (Work Team)**
- 3. Onke Mayana, Electricity & Energy (Customer Services)**
- 4. Vuyani Sakuba, Electricity & Energy (Retail & Commercial)**
- 5. Carl Hempel, Electricity & Energy, (Senior Director Distribution)**
- 6. Tiger Pather, Electricity & Energy, (Drawing Office)**
- 7. Willem Van Jaarsveld, Electricity & Energy, (Metering)**
- 8. Bernard Tladi, Electricity & Energy, (System Ops)**



City Doing Business Getting Electricity Reform Progress Report					
<p>Intervention 1) Reduce the number of days taken to issue a quotation</p> <p>Output 1.1) Planning Division to reduce the number of days to issue a quotation from 180 days to 60 days</p>	<p>Target at 13 December 2018</p>	<p>Progress achieved</p> <p>Average time taken to issue a quotation is 45 days</p>	<p>Reason for variance</p> <p>Commitment from planning division to comply with Nersa standards</p>	<p>Remedial Action</p> <p>Improve the systems to capture and quote</p>	<p>Responsible Manager</p> <p>Luvuyo Magalela</p>
<p>Intervention 2: Reduce the number of days taken to issue a quotation</p> <p>2.1) Output description Include connection process time frame indices as part of the utility's KPI reporting</p>	<p>Target at 13 December 2018</p>	<p>Progress achieved</p> <p>From the 1 July Number taken to issue a quotation is part of the planning division score card</p>	<p>Reason for variance</p> <p>None</p>	<p>Remedial Action</p> <p>Not applicable</p>	<p>Responsible Manager</p> <p>Bernhard Lamour</p>



City Doing Business Getting Electricity Reform Progress Report					
Intervention	Target at	Progress achieved	Reason for variance	Remedial Action	Responsible Manager
<p>3: Manage all the construction / installation works of the utility company with the support of a Work Management Information System</p> <p>Output description 3.1) Analyse the possibility of using the WMIS/EAMS adopting by water utility to develop new infrastructure</p>	<p>December 2018</p> <p>April 2019</p>	<p>September – December 2018</p> <p>E&E has met with the service provider to discuss the scope of the project. The service provider is currently doing a proof of concept.</p> <p>The POC will be presented in January 2019</p>	<p>None</p>	<p>Not applicable</p>	<p>Vuyani Sakuba,</p>
<p>Intervention 4: Publish on the utility website all the information on the connection process</p> <p>Output description 4.1) Publish on the utility website all the information on the connection</p>	<p>December 2018</p> <p>February 2019</p>	<p>September – December 2018</p> <p>E&E has met with the NMBM webmaster to discuss content that is to be published. E&E is compiling relevant information and process</p>	<p>None</p>	<p>Not applicable</p>	<p>Vuyani Sakuba & Roark Prinsloo</p>



<p>process: requirements for connection, list of authorized works constructors, information on technical standards, list of standardized materials and list of construction units.</p>		flows			
<p>Intervention 5.1: Implement full- scope attention of customers via Contact Centre</p> <p>Output 5.1 Integrate information requirements concerning the management process of a new application within the call centre services</p>	<p>Target at 13 December 2018</p> <p>None</p>	<p>Progress achieved</p> <p>September – December 2018</p> <p>None</p>	<p>Reason for Variance</p> <p>The current organogram and staff compliment does not allow for this intervention.</p>	<p>Remedial Action</p> <ol style="list-style-type: none"> 1. Engage with customer services Division 2. Review the job existing Job descriptions to establish alignment and make proposals. 	<p>Responsible Manager</p> <p>Bernhardt Lamour (Executive Director)</p>



City Doing Business Getting Electricity Reform Progress Report					
Intervention	Target at 13	Progress achieved	Reason for Variance	Remedial Action	Responsible Manager
<p>Intervention 6: Customers and network infrastructure mapping using GIS.</p> <p>Output 6.1 Map customers (points of electricity supply) and network infrastructure on a geographical information system (GIS), including customer's connections and links with network assets.</p>	<p>December 2018</p> <p>December 2021</p>	<p>September – December 2018</p> <p>HV and MV network are update on GIS. Service provider has been engaged to do a proof of concept trying to integrate customer services system and billing systems onto one platform</p>	<p>None</p>	<p>Monitor progress</p>	<p>Luvuyo Magalela Planning Division</p> <p>Tiger Pather Drawing Office</p>
<p>Intervention 7: Estimate reliability indices and integrate them to KPI Company by issuing monthly reports by regions and feeders</p> <p>Output 7.1 Report on monthly basis to the Company's</p>	<p>December 2018</p> <p>December 2018</p>	<p>September-December 2018</p> <p>NMBM have 80% SCADA penetration on Electrical networks excluding LV system</p> <p>World Bank introduced a mythology to estimate the</p>	<p>65% of the faults are in rural areas. Rural areas have no SCADA, and network information. This made it impossible to report on KPI</p>	<p>Collect information on rural networks and use the call centre information to estimate time.</p>	<p>Bernard Tlali System Operations</p>



managers the information available on service quality		<p>indices without Integrated Customer management system and Outage Management system</p> <p>NMBM have adopted a methodology to estimate the indices using NEIPI and TEIPI standards</p> <p>Reliability indices is one of the KPI for E&E in NMBM</p>			
<p>Intervention 8: Integrate process time frames and reliability indices to the KPI Company by issuing monthly reports by type of customers</p> <p>Output 8.1 Report on monthly basis to the Company's Managers the information available on service quality</p>	<p>Target at 13 December 2018</p>	<p>Progress achieved</p> <p>September – December 2018</p> <p>Reliability indices is one of the KPI for E&E in NMBM</p>	<p>Reason for Variance</p> <p>None</p>	<p>Remedial Action</p> <p>Not applicable</p>	<p>Responsible Manager</p> <p>Bernard Tlali System Operations</p>

Cities Support Programme



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Department:
National Treasury
REPUBLIC OF SOUTH AFRICA

Doing Business in South Africa:

City Reform Progress Report

**[NELSON MANDELA BAY
MUNICIPALITY]**



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South Africa 2018**



City Reform Progress Report

**[NELSON MANDELA BAY
MUNICIPALITY]**



Acceptance & Sign-Off

Prepared By: Luvuyo Magalela
Director (Planning)
Electricity & Energy

13/12/18

Name & Title

Signature

Date

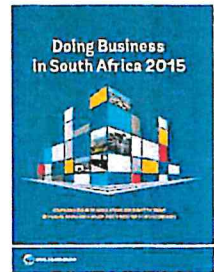
Approved By: Name
City Manager
City Name

20/12/2018

Name & Title

Signature

Date



PROGRESS REPORT FOR PERIOD ENDING 31 December 2018

Registering Property

1. Karel Kramer, Chief Capital Accountant, Budget & Treasury (Senior Management Lead/Champion)
2. Roelf Weyers, Deputy Director: Rates & Valuations, Budget & Treasury (Work Team)

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National Treasury
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Doing Business in South Africa:



City Reform Progress Report

Nelson Mandela Bay Metropolitan Municipality

City Doing Business Registering Property Reform Progress Report : Second Quarter 2018/19

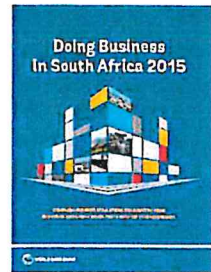
	Output	Progress to date	Activities	Performance indicator & Target dates	Responsible Manager
Intervention 1: User acceptance testing of EMS System Clearance application	<p>1.1 Establish group for testing.</p> <p>1.2 Setup testing environment.</p> <p>1.3 Test clearance application on EMS test base.</p>	<p>Testing group and testing environment established.</p> <p>EMS system still under development therefore the application could not be tested</p>	EMS system currently under development	<p>Delivering of EMS test base.</p> <p>Target date April 2019</p>	Roelf Weyers Deputy Director: Rates & Valuations
	Output	Progress to date	Activities	Performance indicator & Target dates	Responsible Manager



<p>Intervention 2: Training of clearance staff on the EMS System</p>	<p>2.1 Develop Training material 2.2 Setup of training facility 2.3 Physically training of staff</p>	<p>Training facility established. Training material still being develop therefor staff could not be trained.</p>	<p>EMS system currently under development. Training manuals currently being developed</p>	<p>Delivering of EMS test base. Delivering of training material. Training of staff. Target date April 2019</p>	<p>Responsible Manager Jodie Hill from Sebata(EMS System Service Provider) Johan van Vuuren Project Coordinator</p>
<p>Intervention 3: Going live with EMS System</p>	<p>Output 3.1 Migration of data to EMS system. 3.2 Going live with EMS system</p>	<p>Progress to date Implementation scheduled for first week of July 2019</p>	<p>Activities EMS system currently under development.</p>	<p>Performance indicator & Target dates Going live with EMS system Target date July 2019</p>	<p>Responsible Manager Pumeza Sume, Program Manager IT Pieter Visser from Sebata (EMS System Service Provider</p>



	Output	Progress to date	Activities	Performance indicator & Target dates	Responsible Manager
<p>Intervention 4: Review Action Reform Plan : Automation of Clearance Certificates</p>	<p>4.1 Research of automated clearance systems.</p> <p>4.2 Site visits to Local Authorities currently using automated clearance systems.</p> <p>4.3 Consideration of best plan of action to achieve automated clearance system</p>	<p>Implementation of EMS system scheduled to commence in August 2019</p>	<p>EMS system currently under development.</p>	<p>Investigate the procurement of an Automated Clearance application system.</p> <p>Target date August 2019</p>	<p>Responsible Manager</p> <p>Roelf Weyers Deputy Director Rates & Valuations</p>



Acceptance & Sign-Off

Prepared By: 1. Roelf Weyers, Dep Director: Rates & Valuations

Approved By:

Acting City Manager
Nelson Mandela Bay Metropolitan Municipality

Signature:

Date: 31 December
2018



Senior Management Lead/ Champion:

Name : Schalk Potgieter
Designation : Acting Senior Director: Land Planning and Management
Department : Human Settlement Directorate

Technical Coordinator:

Name : Mthulisi Msimanga
Designation : Director Land Use Management
Department : Human Settlement Directorate

Work Team:

Name	Designation	Department
Yonke Gesha	Plans Examiner	Human Settlement
Pumza Gwabeni	Senior Building Inspector	Human Settlement
Alan de Vries	Senior Town Planner	Human Settlement
Keith Coltman	Municipal Architect	Human Settlement
Zelda Reyneke	CIC Coordinator	Human Settlement
Dr Gillian Adendorff	Private Sector	Built Environment Professionals Forum
Earle Sauls	Systems Analyst (Application Developer)	Corporate Services: Municipal Information Systems (MIS)
Gideon Louw	Corporate Geographic Information Systems Manager	Chief Operation Officer



City Doing Business Dealing with Construction Permits Reform Progress Report

Intervention 1: (Insert short description) Output 1.1 (insert short description)	Target at 30 December 2018	Progress achieved 1 October to 30 December 2018	Reason for Variance	Remedial Action	Responsible Manager
Progress with streamlining of process workflow for an integrated Land Application Management System	Finalization and alignment of process workflow	<p>Work Performed: Prepared and Submitted Revised City Action Reform Plan Re-established and inter-departmental Work Team Convened first meeting and agreed upon actions in moving forward A Process Workflow of all has been concluded in respect of all aspects of the Land Planning and Building Applications Value Chain. Work stream meetings are conducted on a fortnightly basis</p>	<p>Reasons for over- under performing: Work concluded in line with action plan</p>	<p>Remedial Action: None</p>	Mthulisi Msimanga
Intervention 1: (Insert short description) Output 1.2 (description)	Target at 30 December 2018	Progress achieved 1 October to 30 December 2018	Reason for Variance	Remedial Action	Responsible Manager



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**City Reform Action Plan:
DEALING WITH CONSTRUCTION PERM**

**NELSON MANDELA BAY
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<p>Progress with development and testing of Electronic Land Application System (E-LAMS)</p>	<p>Concept design of pilot tracking / electronic management system</p>	<p>Work Performed: Re-established and inter-departmental Work Team Convened first meeting and agreed upon actions in moving forward Work on a concept design has commenced, however not introduced to the work stream.</p>	<p>Reasons for over- under performing: Work concluded in line with action plan The refinement of the Process Workflow has taken more time than anticipated, hence the slight delay in design of electronic tracking system. MIS has been on board at all meetings; nature of discussions such that contribute to systems design as moving forward “Quick win options have been identified and will be introduced in the next quarter. A Report to Council has been prepared for consideration</p>	<p>Remedial Action: None</p>	<p>Mthulisi Msimanga Earle Sauls</p>
<p>Intervention 2: (Insert short description) Output 2.1 (insert short description) Implementation of E-LAMS</p>	<p>Target at 30 December 2018 Nil progress required in this quarter</p>	<p>Progress achieved 1 October to 30 December 2018 No performance required at this stage</p>	<p>Reason for Variance</p>	<p>Remedial Action</p>	<p>Responsible Manager Mthulisi Msimanga Earle Sauls</p>

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nelson mandela bay
M U N I C I P A L I T Y
PORT ELIZABETH Uitenhage OORSTADT

Doing Business in South Africa:

City Reform Action Plan:
DEALING WITH CONSTRUCTION PERM

**NELSON MANDELA BAY
MUNICIPALITY**



Identify any reduction in Time, Cost and/or Number of Procedures in the end-to-end Dealing with Construction Permit process, supported by objective, documented evidence			
Not applicable at this stage of the process			



Acceptance & Sign-Off

Prepared By: Name: Schalk Potgieter
Title: Acting Senior Director Land Planning and Management
Department: Human Settlements

Schalk Potgieter
Acting Snr Director: Land
Planning and Management

Schalk Potgieter
Signature

Date

Approved By: Name
City Manager
City Name

Name & Title

Signature

[Signature]

2018/12/13
Date

