

Policies and Bylaws

The Water Services Policy and Bylaws have been revised and approved by Council on 28 May 2008. The documents have been advertised publicly for comments but no comments have been received. The bylaws are now in the process of being promulgated.

WATER SERVICES AUTHORITY

Background

A water services authority is any municipality that has the executive authority to provide water services within its area of jurisdiction in terms of the Municipal Structures Act 118 of 1998. There can only be one Water Services Authority in any specific area.

Roles and Responsibilities

The primary responsibility for ensuring the provision of water services rests with Water Services Authorities. More specifically, Water Services Authorities have the following roles and responsibilities:

- i. ***Ensuring access*** – ensure the realisation of the right of access to water services, particularly basic water services (the first step up the ladder) subject to available resources by seeing that appropriate investments in water services infrastructure are made.
- ii. ***Planning*** – must prepare water services development plans to ensure effective, efficient, affordable, economical and sustainable access to water services that promote sustainable livelihoods and economic developments (stepping up the ladder).
- iii. ***Regulation*** – must regulate water services provision and water services providers within their areas of jurisdiction and within the policy and regulatory frameworks set by the Department of Water Affairs through the enactment of by-laws and the regulation of contracts.
- iv. ***Provision*** – must ensure the provision of effective, efficient and sustainable water services (including water conservation and demand management) either by providing water services themselves or by selecting, procuring and contracting with external water services providers. The provision of water

services also includes communication activities related to amongst other things, gender-sensitive hygiene promotion and the wise use of water.

- v. ***Duty to provide information*** – water services authorities have a duty to provide information concerning the provision of water services as reasonably requested by the Minister, National Water Services Regulator, the relevant province and consumers.

Number and cost to employer of all personnel associated with the Water Services Authority:

Personnel	Total	Cost to Employer
Professional	4	R 2 010 695.00
Field (Supervisors/Foreman)	1	R 351 677.00
Office (Clerical/Administration)	1	R 184 502.03
Contract	1	R 600 000.00

Water Services Development Plan (WSDP)

Part of the development objectives for Zululand District Municipality is facilitating the delivery of basic services that include water services (water and sanitation provision).

The importance of the vision and objectives in terms of the WSDP is the development of Zululand through the provision of equitable and sustainable water services leading to an improvement in the quality of life. It therefore follows that planning in respect of water services must increase the current level of service throughout the district with an improvement experienced by all.

Planning must therefore be sustainable in terms of water resources, material resources, contractor capacity, and management capacity as well as funding and maintenance cost.

The Zululand District Municipality WSDP for 2008/2009 was completed and approved by council in May 2008.

The following key issues were addressed by the 2008/2009 WSDP:

- Eradication of water backlogs through Regional schemes rollout and Rudimentary programme.
- Eradication of sanitation backlogs.
- Water supply to schools and clinics.
- Refurbishment requirements of water and sanitation infrastructure

BACKLOG OVERVIEW: WATER

Regional Schemes	Up to July 2008			Served up to July 2009 (>= RDP)		BACKLOG (Jul09)	Planned Implementation: 08/09	Comment on Progress
	Not Served	>= RDP	TOTAL	RWSS	RUD Program	Not served	>= RDP	
Coronation	3,958	2,654	6,612	Bulks	0	3,958	Bulks	Funding allocations for Enyathi were reduced from what was initially allocated to them in WSDP.
Hlahlindlela	4,550	21,804	26,354	Bulks	450	4,100	Bulks	In progress as planned
Khambani	3,194	1,804	4,998	250	75	2,869	321	In progress as planned
Mandlakazi	12,680	985	13,665	199	0	12,481	286	Initial delays in 2008 implementation with new appointment of Technical Consultant
Mkhuze	1,972	9	1,981	Bulks	49	1,923	-	In progress as planned
Nkonjeni	9,944	15,618	25,562	1,074	635	8,235	3,377	Initial delays in 2008 implementation with new appointment of the Technical Consultant
Sim Central	2,094	4,069	6,163	Bulks	226	1,868	Bulks	In progress as planned
Sim East	1,754	11,114	12,868	-	0	1,754	700	Implementation changed to bulk line (Belgrade to Itshelejuba Hospital)
Sim West	2,847	10,834	13,681	Bulks	102	2,745	Bulks	In progress as planned
Usuthu	25,163	5,496	30,659	949	1094	23,120	4,228	Funding allocations for RAWs were reduced from what was initially allocated to them in WSDP
TOTAL	68,156	74,387	142,543	2,472	2,631	63,053	8,912	
					Served (08-09)	5,103		
					Planned HH in WSDP	8,912		

BACKLOG OVERVIEW: SANITATION

Regional Schemes	Up to July 2008				Served up to July 2009 (>= RDP)	BACKLOG (Jul09)	Planned Implementation: 08/09	Comment on Progress
	> RDP (Urban)	RDP (VIP)	Not Served	TOTAL	Rural San Project	Not Served	Rural San Project	
Coronation	3,150	862	2,600	6,612		2,600	-	
Hlahlindlela	14,916	592	10,846	26,354	0	10,846	2,849	Ubhukosi appointed as consultants. Delays in project implementation: appointed contractors withdrawn, appointment of new contractors has been done
Khambi	279	1,529	3,190	4,998		3,190	-	
Mandlakazi	-	3,470	10,195	13,665	357	9,838	809	ZAI appointed as consultant. Housing project in progress with some delays in the initial stage of contract, but current progress good.
Mkhuze	20	-	1,961	1,981		1,961	-	
Nkonjeni	6,772	1,125	17,676	25,573	300	17,376	600	ZAI appointed as consultant. Housing project in progress with some delays in the initial stage of contract, but current progress good
Sim Central	906	3,154	2,092	6,152		2,092	-	
Sim East	3,191	3,839	5,838	12,868		5,838	-	
Sim West	6,650	363	6,668	13,681		6,668	-	
Usuthu	990	5,978	23,691	30,659	727	22,964	1,554	ZAI appointed as consultant. Housing project in progress with some delays in the initial stage of contract, but current progress good
TOTAL	36,874	20,911	84,758	142,543	1,384	83,374	5,812	
					Total Served (08-09)	1,384		
					Planned HH (08-09)	5,812		

Funding requirements to eradicate backlogs

Regional Scheme	Water	Sanitation
Nkonjeni	R 405,399,995	R 67,060,000
Usuthu	R 1,365,603,561	R 112,625,000
Mandlakazi	R 586,396,265	R 48,695,000
Mkhuze	R 22,345,835	R 2,600,000
Simdl East	R 37,715,519	R 14,740,000
Simdl Central	R 115,482,888	R 13,865,000
Simdl West	R 82,093,716	R 1,460,000
Khambi	R 109,136,433	R 8,765,000
Coronation (Enyathi)	R 182,999,193	R 9,020,000
Hlahlindlela	R 216,872,820	R 50,260,000
TOTALS	R 3,124,046,225	R 329,090,000

Total cost of infrastructure to eradicate backlogs	R3.5bn
MIG (Next 3 years) 09/10 – 11/12	R577m
DWAF (Next 3 years) 09/10 – 11/12	R89m
Total Funding (Next 3 years)	R666m
Shortfall to eradicate backlogs – 2014	R2.2bn

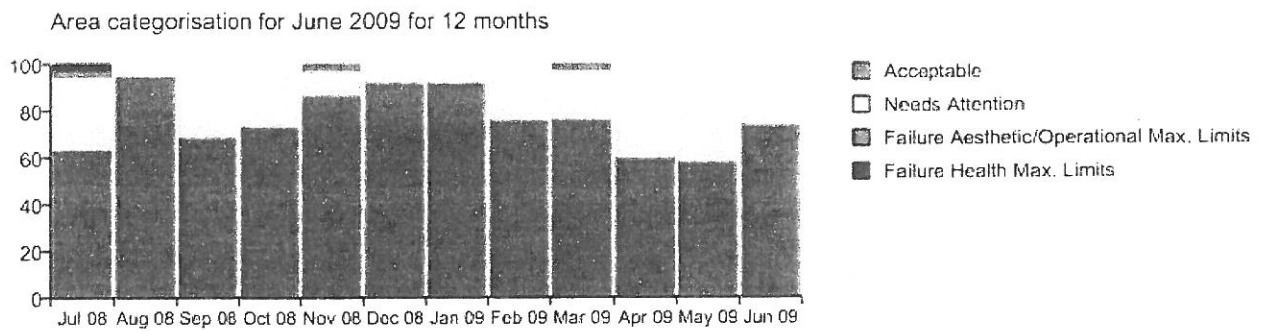
Water Services Provision

Monthly sessions are being held with the Water Services Providers (WSP's) in our district to monitor the status of water provision. The focus currently is to ensure that the water quality is acceptable at all schemes where a service is being rendered. The monthly water quality test results are being discussed and interventions agreed where necessary. The results are also being reported to DWAF on a national web-based system (eWQMS system).

The graph below shows the overall water quality in the Zululand District Municipality.

Water Quality Report

Overall quality of water in the Zululand District Municipality for the period: July 2008 to June 2009

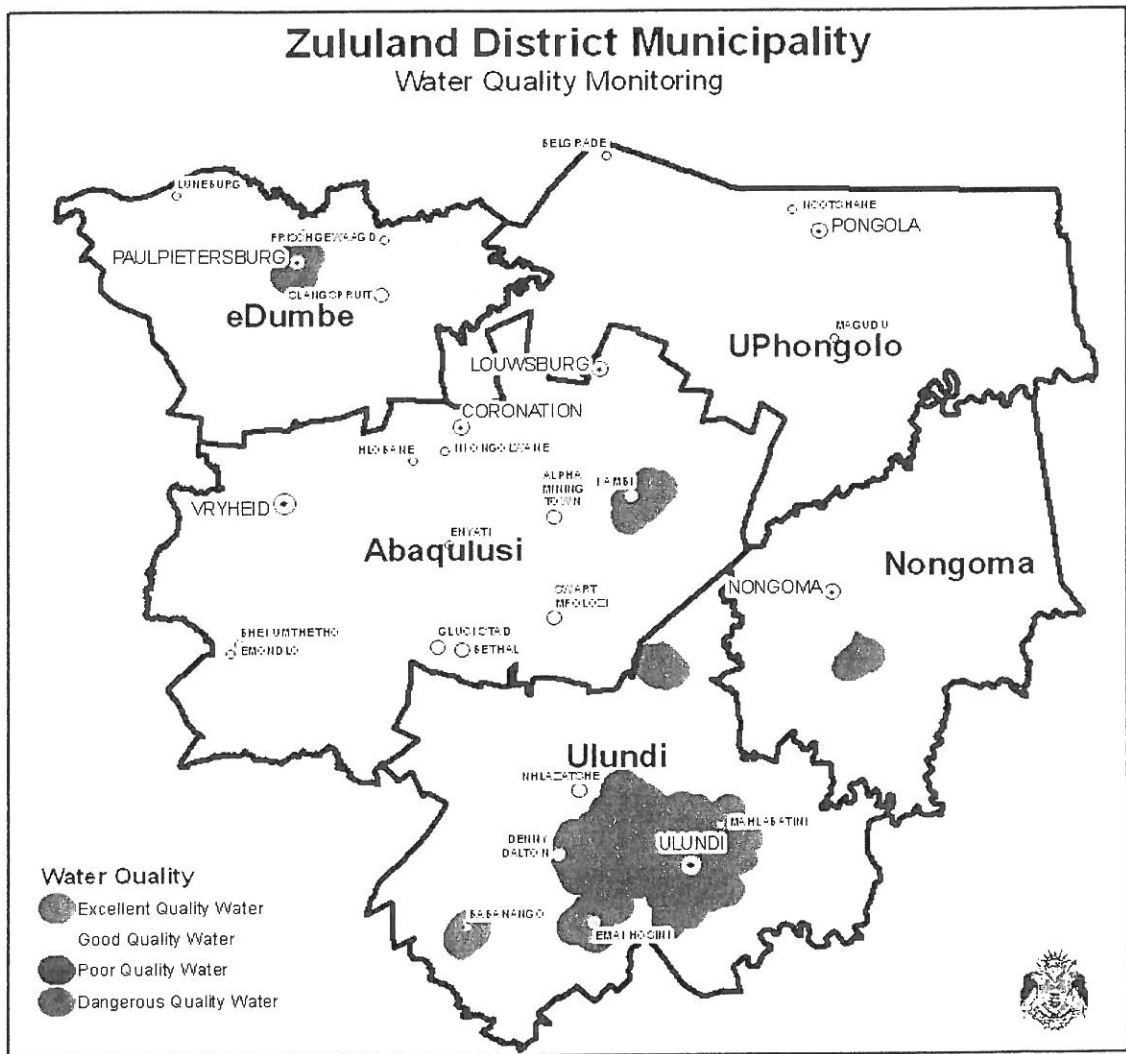


The score for the above graph is based on SANS 241, which highlight issues related to key bacteriological, physical and chemical parameters monitored in our area of concern. The failures/operational alerts recorded over the past 12 months are largely aesthetic in nature; this affects the appearance, and thus the aesthetic acceptability of water. These aesthetics include Manganese, Iron, Zinc, Calcium levels as well as turbidity. Although operational limits have been exceeded, only water appearance is affected there are no health effects. Steps are being taken to address the treatment processes to ensure that all water quality complies with standards set.

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PERFORMANCE HIGHLIGHTS:



Achievements:

- Approval of WSDP for 2009/2010 in May 2009.
- Planning of capital projects to be implemented in 2009/2010 is well in advance.
- Switched from year to year planning to multi-year planning, whereby projects to be implemented for the next year and beyond have been designed, business plans approved and tender documents prepared and ready for implementation. This eliminates the “stop-start” of previous years and enables continuous momentum with the implementation and roll-out of projects.
- WSP Reporting has commenced and a series of operational reports have been compiled. Information from reporting becomes useful and is starting to influence management decisions, in other words information systems are starting to add value.
- Water quality results have improved dramatically through more efficient management and operations of treatment plants. Water quality reporting system contributed towards managing this process.
- Asset database (MANZI) has been populated and asset information can be viewed by all.

Challenges:

- Number of new staff appointed and will require time to adjust and become fully effective.
- Lack of forward planning for urban areas must be addressed. Consultants are in place and focus must be in urban areas – especially refurbishment requirements of infrastructure. This must be used to source for refurbishment funds outside of MIG.
- Sewage master planning for the district have been lacking and need to be addressed.
- Status of water supply to schools, clinics and hospitals to be finally confirmed and strategy finalised how backlogs will be addressed to these institutions.
- Water supply efficiency to be increased to obtain blue-drop accreditation.
- Asset management system to become operational whereby daily work done by maintenance staff and contractors are being captured on the system and asset information is kept up to date.
- Roll-out of an unaccounted for water programme to understand fully how much water is produced, metered and billed and where possible unaccounted for losses may occur.

TOURISM REPORT

Zululand Tourism in 2009 ... where do we stand? All studies done on district level clearly indicated that for Zululand, tourism is a key factor. It is one of the two legs on which development in Zululand stand the other being agriculture.

The Zululand Tourism Office is now comfortably settled in the Ulundi Airport Centre. Looking ahead at tourism development in the future the Airport complex in Ulundi is ideal.

The Ulundi Tourism Hub at the airport is a new project flowing from the above statement. Whereas in the past flights into Ulundi mainly carried government officials of all kind this will indeed change. The process has already started and although the Tourism Hub is still on the planning desks, flights of totally different kind are flying into Ulundi. During the past year medical teams are flying in on a daily basis and the honourbale State President had on a number of occasions flown in with the presidential airplane. A totally new happening in and around Zululand.

School Group visits to the Zululand Tourism Office at the airport building are growing from month to month. The tourism office during the last few months has been host to school groups coming from as far as Ingwavuma, Newcastle and also more and more local Zululand schools. This is building an awareness of tourism which was unknown in the past, the fruits of which will be seen in the future.

Tourism Staff. The status quo remains and only 2 staff members, Gustav Röhrs and Bheki Zwane manage the office. One student at a time, doing practicals to complete their tourism diploma studies, complete the "Three Musketeers"

Local Tourism Structures are in place and getting these to run more efficiently remains a main objective. In Ulundi where a local tourism office has been lacking for some 2 years a post has been created and we trust that Ulundi will shortly join the other 4 municipalities each having its local tourism office.

Local tourism budgets are on the books but these still have to be worked on intensively. When development plans state that tourism is one of the key development legs within an area then the entire structure... and budget... should reflect this. This is a field that calls for urgent attention, looking ahead at projects such as 2010, the Route 66 tourism development, the huge Golela Border Post development bringing tourists directly into Zululand, the Emakhosini Heritage Park etc. etc.

Key Tourism Events in Zululand are growing year by year and these include i.e.

- Zulu Royal Reed Dance at Enyokeni
- Monthly Mona Market outside of Nongoma
- Annual Mayfair in Vryheid
- Tiger fishing Bonanza on the Pongola Poort Dam
- Ithala Canoe Challenge starting at the oBivane Dam

- Annual Innie Rietfees in uPhongolo
- Ulundi – Nongoma Marathon

KwaZulu Natal has 5 **Tourism Gateways** entering the province and of these 2 are on the Zululand border ie Golela Border Post and the Piet Retief Gateway. At the Golela Border Post a huge brand new multi million Border Gate project is in progress and building is expected to be completed before end of this year. In this complex a Tourism Gateway (information desk) will be a big plus for tourists looking for information, entering Zululand and KZN.

Tourism Routes in and into Zululand got an important addition when Route 66 (The Zululand Heritage Route) was launched at the beginning of September. This adds a key third leg to the existing KZN Battlefields Route and the Zululand Birding Route which have been operational for several years. The new Route 66 turns off the N2 at uPhongolo and runs along the R66 via Nongoma/Ulundi/Melmoth/Eshowe until it again joins the N2 at Gingindlovu. This is a route focusing on Zulu culture, history, its people and many other attractions you will find nowhere else.

One facet of the Route 66 project that calls for urgent attention is to get the short stretch of road (some 21 km) between uPhongolo and Nongoma tarred as soon as possible. Currently this un-tarred portion effectively blocks all tourism bus traffic from entering Zululand from the north, causing the tourism industry to loose out immensely.

Tourism Shows. Zululand tourism forms an important part of the provincial tourism marketing programme and for that reason Zululand Tourism forms part of the provincial tourism stand at the 5 major national tourism shows... making sure that Zululand stays on the South African tourism map!

For tourism, and in particular international tourists, the name or brand ZULULAND is a must-visit when touring South Africa. Flowing from this key brand an invitation was received to partake in the annual **Swiss International Holiday Exhibition in Lugano Switzerland** at the end of October 2009.

This is a unique opportunity indeed for Zululand to capitalize on its reputation as an important tourism destination in South Africa. Zululand and more specifically Zululand Tourism has become a part of the international tourism menu indeed.

Siyaphambili...we are going forward ...this is what we are aiming at from the Zululand tourism office's side and we are committed to work towards our target!

ENVIRONMENTAL HEALTH

Municipal Health function is preventative in nature and seeks to protect humans from contracting diseases from the environment they live in.

The National Health Act, 2003 (Act No.61 of 2003) defines Municipal Health Services As

- (a) Water Quality Monitoring
- (b) Food Control
- (c) Waste Management
- (d) Health Surveillance of Premises
- (e) Surveillance and Prevention of Communicable diseases, excluding immunizations
- (f) Vector Control
- (g) Environmental Pollution Control
- (h) Disposal of the dead, and
- (i) Chemical Safety

The municipal Health Services section consists of a staff component of 3 Environmental Health Practitioners, 2 for Ulundi office and one in Vryheid office. The primary function of this section is to monitor and ensure compliance with standard on all environmental issues that range from the abovementioned scope of practice.

The transfer of Provincial Environmental Health Practitioners is still outstanding and the service delivery is still fragmented and it will remain like that until the transfer is concluded.

ACHIEVEMENTS

1. Training of food caterers

08/09 financial year was very successful as an intense health education was conducted to food caterers within Zululand District Municipality. Education was conducted in the following four local,

- (a) Edumbe Local Municipality
- (b) Abaqulusi Local Municipality
- (c) Pongola Local Municipality
- (d) Nongoma Local Municipality

2. Food Monitoring (Mass Functions)

A lot of stride was done in monitoring the food caterers in all the functions where a large number of communities attended and catered for. Since we started with the monitoring, no food poisoning incidence had been reported.

3. Disposal of the Dead

The Zululand District Municipality policy on pauper burial has been helpful to the forensic mortuaries and the District as a whole. The number of people buried as pauper in the past year has significantly increased. The following is the number of pauper burial per local municipality,

No	LOCAL MUNICIPALITY	No. OF BODIES BURIED
1	Ulundi Local Municipality	0
2	Nongoma Local Municipality	02
3	Pongola Local Municipality	11
4	Abaqulusi Local Municipality	05
5	eDumbe Local Municipality	0
		18

The table below reflects all the duties performed by Environmental Health Practitioners within the Zululand District Municipal Area.

No.	Work Items	No. of Inspections/Attendance	Action
1	Food Cateresses Training	112	Health Education on food handling
2	Education on food handling and safety	45	Reports were written to all those premises
3	Complaints received	10	All attended to, and some premises were issued with notice
4	Crèche inspection and Senior Citizen Clubs	20	Inspections were done, and report written
5	Mortuary Inspection	08	Inspections were done, and report written
6	Business license application	05	Report forwarded to the responsible authority
7	Pauper burials	18	Arrangements for the burial of the deceased were made
8	School inspection	01	Letters written to Dept of Education
19	Food premises issued with COA	34	Inspection of food premises
10	Funeral Parlors issued with COC	03	Inspection of funeral parlors
11	Street Vendors	45	Health education on cleanliness and refuse removal
12	Condemnation of food stuff	1475.35Kg & 17.63 Liters	Safe disposal of foodstuff