

UMZINYATHI DISTRICT MUNICIPALITY

COMMUNICATION POLICY

2008

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1. DEFINITIONS AND GLOSSARY OF TERMS

Communication:	Two-way flow (i.e. submission and receipt) of information in any form and through any medium, including the spoken word. Information has NOT been communicated if it has been sent but not received and understood.
Constitution	Constitution of the Republic of South Africa
EXCO:	District Municipality's Executive Committee
Information Officer	Refers to the Municipal Manager
Deputy Information officers	Refers to all Heads of Departments
IDP	Integrated Development Plan
Intergovernmental Relations Framework Act:	Act No.13 of 2005
KwaZulu Natal Archives Act	Act No. 5 of 2000
Labour Relations Act	Act No. 66 of 1995
LM	Local Municipality
MANCO:	District Municipality's Management Committee
Municipal Finance Management Act	Act No. 56 of 2003
Municipal Systems Act	Act No.32 of 2000
Municipal Structures Act	Act No. 117 of 1998
Promotion of Access to Information Act	Act No. 2 of 2000
Promotion of Administrative Justice Act	Act No.3.of 2000
SALGA	South African Local Government Association
Traditional Leadership and Organised Local Government Act:	Act No.52 of 1997
Target Group:	Any person, or formal or informal group, association or organisation, or a person representing a formal or informal group, sector group, association or organisation who may wish to communicate with a municipality on municipal matters or with whom the municipality may wish to communicate, e.g. communities, other municipalities, provincial and national government, the media, employees, investors, etc.
UDM	Umzinyathi District Municipality
WSA:	Water Services Authority

1. INTRODUCTION

Transparency and public consultation is a constitutional requirement, which places an obligation on local government to encourage the involvement of communities and community organisations in the matters of local governance.

It is the responsibility of the municipality to find effective ways to enhance and sustain two-way communication between itself and its target audience. Some of the key challenges in the municipal communication process are to ensure that all sectors of the community have access to information and to provide communities with information about the policies and programmes in a form they can understand to ensure meaningful participation in the matters of local governance.

The purpose of this policy is to provide guidelines for communication within the Umzinyathi Municipal area in accordance with the Batho Pele Principles.

2. LEGISLATIVE BACKGROUND

The aim of the communication policy for Umzinyathi District Municipality is to promote the objectives of section 32 of the constitution. ***The Promotion of Access to Information Act (Act No. 2 of 2000)*** provides that the public has the right to information held by a state organ or a private body. It is therefore upon this premise that this Communication Policy is developed.

To safeguard the processes of communication, proper systems need to be in place hence ensuring that the procedures as per the ***Municipal Systems Act (Act No.32 of 2000)*** are adhered to. For Umzinyathi District Municipality to be accountable in terms of communication it needs to have a thorough understanding of its mandate. This would include its understanding its powers and functions. The systems of communication that are in place must ensure that proper procedures are to be followed in terms of community participation. For these systems to be undertaken the Integrated Development Plan, Performance Management, and budgeting processes are vital.

A clear understanding of the structure of Umzinyathi District Municipality would shed some light in terms of to whom and what needs to be communicated. A thorough knowledge of the ***Municipal Structures Act (Act No. 117 of 1998)*** is imperative in that it would be clear in which category Umzinyathi District Municipality falls in and what its functions are and how its office bearers are elected.

A closer look at the ***Municipal Finance Management Act (Act No. 56 of 2003)*** illustrates clearly the manner to ensure that municipalities have a sound financial management system. The processes to be followed involve some form of communication. Communication whether it is with the community, councillors or staff is a clear indication for the need of a communication policy that covers and protects the forms of communication mentioned within this Act.

The protection of the right to information is clearly illustrated in the Promotion of Access to information Act. It is clearly guided by the constitution in that everyone has the right to public information subject to limitations of course.

Umzinyathi District Municipality as part of the South African Local Government Association is clearly represented in communication processes between local, provincial and national government. This organization plays an important role in a variety of areas related to local government transformation.

The Organised Local Government Act (Act No.52 of 1997) endorses the recognition and authenticity of SALGA.

The administrative processes within the Communication Policy of Umzinyathi District Municipality have to be lawful, reasonable and procedurally fair thus keeping it in line with the **Promotion of Administrative Justice Act (Act No.3.of 2000)**.

Umzinyathi District Municipality is a municipality that has to constantly communicate with the local municipalities within its area. Further to that it has to communicate with provincial government as well as national government. There needs to be clear forms of communication processes and procedures. **The Intergovernmental Relations Framework Act (Act No.13 of 2005)** gives clear guidelines as to the manner and processes to be followed to achieve solid intergovernmental relations. This Act takes the notion of co-operative government a step further as it now becomes a reality. The Act provides mechanisms and procedures to facilitate the settlement of intergovernmental disputes and matters connected therewith.

Umzinyathi District Municipality not only comprises of councillors and officials but it has a strong presence of traditional leadership within its area. It needs to have clear processes and procedures that it would use to communicate with the traditional leadership in its area. This would mean that the Communication Policy would entail sections of the **Traditional Leadership and Governance Framework Act (Act No.52 of 1997)** that offers guidelines to the enhancement of relationships with the traditional leadership. The Act encourages partnerships between municipalities and traditional councils in that it recognises the role of traditional communities have within the community.

3. TARGET GROUPS

3.1. Internal audience

- (a) Mayor
- (b) Exco
- (c) Council
- (d) Top Management
- (e) Management
- (f) Staff

3.2. External Target audience

- a. Political Parties
- b. Business people
- c. Non-Governmental Organisations
- d. The Media
- e. Faith Based Organisations
- f. The General Public
- g. The four local municipalities (Endumeni, Nquthu, Msinga and Umvoti)
- h. Government Departments both National and Provincial

4. INTERNAL COMMUNICATION

4.1. POLITICAL STRUCTURES AND POLITICAL OFFICE-BEARERS

Meetings of the Council and Executive Committee shall be convened in terms of section 29(1) and 50(1) of the Municipal Structures Act, 1998 and the Standing Rules of Council.

4.1.1. SPEAKER

The speaker is the chairperson of Council in terms of section 37 of the Municipal Structures Act, 1998, is, in addition to his/her legislated functions in terms of any relevant legislation, the link between Council and the Executive Committee and between Council and administration. Communication between the Speaker and office of the Municipal Manager must be in writing and if this is not possible, other means of communication may be used. In important matters

and matters of a legal or policy nature their communication must be reduced to writing to obviate uncertainties and possible confusion.

Where the speaker wishes to refer a matter to the administration as per legislation he/she should do this through the office of the municipal manager unless he is given a specific instruction to the contrary.

4.1.2. THE MAYOR

The Mayor, as the chairperson of the Executive Committee in terms of section 49 of the Municipal Structures Act, 1998, is, in addition to his/her legislated functions in terms of any relevant legislation, the link between the Executive Committee and the Council, and between the Executive Committee and the administration. Communication between the Mayor and the office of the Municipal Manager must be in writing and if this is not possible, other means of communication may be used. In important matters and matters of a legal or policy nature their communication must be reduced to writing to obviate uncertainties and possible confusion.

Where the Mayor wishes to refer a matter to the administration as per legislation he/she should do this through the office of the municipal manager unless he/she is given a specific instruction to the contrary.

4.1.2. COUNCILLORS

Councillors as representatives of the people, serve as a vital link between Council and the community. They have first hand knowledge of the situation on the ground, that is, they know what the people's needs, experiences, concerns and perceptions are. In order for them to serve as a go-between the community and the Council during the process of addressing those needs, experiences, concerns and expectations, the mechanisms discussed below are provided to allow and facilitate such interaction.

4.1.2.1. Motions

Whenever a Councillor has a matter, which he/she would like Council to be provided with information on or to be discussed by Council or Executive Committee, he/she must make a Notice of Motion in terms of the Rules of Order. A motion will then be dealt with in terms of the relevant Clauses of the Rules of Order.

The Councillor may, however, in view of the urgency or any other reason, request information or submit a report on any matter which in terms of legislation, Standing Rules or delegated authority falls within the functional responsibility of the office of the Speaker, through any other means he/she may find convenient for the intended purpose, to the office of the Speaker, who will then establish the best possible way to deal with such matter.

4.1.2.2. Queries, Information and Reports

Whenever a Councillor has a query, needs information or a report or wants to report any matter that falls within the competence of the administration of the Municipality, he / she should direct such a query, request or report in writing to the office of the Speaker.

If a Councillor has a query, request, and report or needs information, which he considers to be ordinarily administrative or urgent, he/she may use any other means he/she may find convenient for the intended purpose. To this end, a Councillor may approach a relevant head of department if he/she is of the opinion that such a head of department can dispense with the required information or report. It is however recommended that a query, request or report, which is both urgent and important, should be reduced to writing even if it has been dealt with through other means.

Where the required information or report has to be in writing, the office of the Municipal Manager or the head of department will furnish the required information or report within two working days of the receipt of such query, request or report. Where the information or report

cannot be furnished within two days, a requesting Councillor should be advised accordingly and of the reasons for not furnishing such a report of information at the stipulated time. He/she should also be told when he/she would be getting such a report or information.

5. ADMINISTRATION

Section 55(1) of Systems Act requires the Municipal Manager, as head of administration, to manage communication between the municipality's administration and its political structures and office-bearers. As the accounting officer correspondence and reports that go to Council should have the blessings of the Municipal Manager and should accordingly not be submitted to either Council or Executive Committee without his/her knowledge and /or approval.

All communication between the administration and the political structures and political office-bearers takes place through the office of the Municipal Manager. He is the only legal and operational link between Council and administration. Employees must acquaint themselves with the Municipal Employees Code of Conduct contained in Schedule 2 of the Municipal Systems Act, 2000; particularly section 6 thereof, which deals with unauthorized disclosure of information. To this end, Councillors are prohibited by the Councillors' Code of Conduct to interfere in the management or administration of any department of the municipal council and to issue any instructions to any employee of the council. Employees may therefore not take instructions from Councillors, except with the assignment by the Municipal Manager or relevant HOD or by virtue of being employed in the office of that particular office-bearer.

5.1. WRITTEN CORRESPONDENCE

5.1.1. Incoming Written Correspondence

Incoming mail shall be received, handled, kept and disposed of in accordance with the KwaZulu-Natal Archives Act (Act No.5 of 2000) and a duly approved Records Management Policy of the Council.

5.1.2. Outgoing Written Correspondence

All correspondence from the Municipality to external bodies, institutions and individuals, including Councillors must be signed by the Municipal Manager or on his/her behalf by any official designated by him/her to do so in terms of a system of delegation duly approved by Council. Where an official is called upon to give an expert advice, information or opinion within the scope of his/her professional discipline, such an official may sign such correspondence in his/her professional capacity and append his/her qualifications and registrations where necessary. All outgoing written correspondence must be on the official letterhead of Umzinyathi DM, have a reference number, the name of the person to whom enquiries can be made and must be signed by the relevant HOD / person.

5.1.3. Internal written correspondence

Written inter-departmental correspondence and inquiries shall take the form of memoranda. Correspondence from one head of department to the other must in all instances go through, be signed by and in the name of the relevant head of department and be directed to the head of the recipient department. A head of department must sign correspondence directed to the office of the Municipal Manager. Where an official, other than a head of department has to make a submission or send correspondence to the office of the Municipal Manager, such a submission or correspondence must be seen and counter-signed by a head of department.

5.1.4. Channels of Internal Communication

This refers to the means; materials technology, equipment and any other means which the Council employs to convey disseminate and exchange different kinds of information among its various internal role-players.

5.1.5. Meetings

The meetings of staff and of any committees constituted of staff members only will be closed from both the public and the media, except for a meeting of an Adjudication Committee to consider an unsolicited bid in terms of Section 37 of the Municipal Supply Chain Management Regulations. The minutes of staff meetings and of the meetings of committees constituted of staff members only will however be made available to the staff members on the intranet and any other form that may be possible.

5.1.6. Management meetings

Meetings of the Municipal Manager and heads of departments will be convened by the Municipal Manager at least monthly. These meetings will deal with matters of strategic importance to the Municipality and any other matters the Municipal Manager may deem appropriate to be deliberated upon at such a meeting. The Municipal Manager shall be the chairperson of such meetings and may, in addition to the heads of departments, invite any other senior officials to be part of the management meetings. The office of the Municipal Manager shall prepare agendas and compile minutes of such meetings and may request heads of departments to submit items for inclusion in the agenda.

5.1.6. Management and Staff Meetings

Meetings between management and staff will be convened bi-monthly by the Municipal Manager who shall also be the chairperson there of. These meetings may also be convened at the instance of some or any of the members of the staff with the approval of the Municipal Manager. The matters to be dealt with will be organization-wide issues, policies and any other issues that may be deemed proper for devolution to staff for information, awareness, compliance or implementation. The office of the Municipal Manager shall prepare agendas of such meetings and may also request heads of departments and staff members to submit items for inclusion in the agenda.

5.1.7. Departmental Meetings

A head of department will convene and chair a meeting with the staff of his/her department at least monthly. These meetings will deal with issues pertinent to the functioning of the department, alignments between departments and any other issues that may be deemed appropriate for discussion at such meetings. These meetings may also be convened at the instance of some or any of the members of the staff with the approval of the head of department. The office of the head of department shall prepare agendas and compile minutes of such meetings and may also request staff members to submit items for inclusion in the agenda.

5.1.8. Staff Meetings

Staff can hold staff meetings as a way of exercising their rights in terms of the Organizational Rights Agreement concluded and entered into between SALGA and Organised Labour. The provisions of relevant legislation and SALGA/Organized Labour Collective Agreements must be abided by.

5.1.9. Committees

Local Labour Forum, Training Committee, Occupational Health and Safety Committee and other committees required in terms of any relevant legislation to deal with staff related matters should be established within the framework of enabling legislation or Collective Agreements and under the administrative domain of relevant departments or officials designated in terms of an approved system of delegation.

5.1.10. Capacitation Sessions and Workshops

Training and workshops on organization-relevant matters like policies, integrated development plan, budget, performance management system and other relevant matters will be held at the instance of staff members or head of department and with the approval of the Municipal Manager. Nothing however hinders the Municipal Manager from convening these sessions out of his/her own initiative.

5.2. Other Channels of Internal Communication

5.2.1. Staff Bulletin

Staff Bulletin will be issued by the Public Relations office not later than the 10th of each month and be used to communicate staff matters, which are not urgent and are of a less critical nature. It is more of an information-sharing platform among employees themselves and between management and employees. Employees who would like to have their articles published in the staff bulletin should submit their articles to the Public Relations office not later than the 20th of every month. The staff bulletin comes into circulation once approved by the HOD: Corporate Services and the Municipal Manager.

5.2.1. Notice Boards

Non- confidential matters to be communicated to staff and sometimes the general public will be communicated by placing notices on the notice boards. Only management can place such notices and the staff requiring usage of this tool should first seek and obtain approval from their heads of departments.

5.2.2. Circulars

5.2.2.1. General Circulars

Circulars will also be used for almost the same purpose as notice boards, but the information contained therein will be exclusively for consumption by staff. General circulars deal with issues that impact on the entire organization and such issues may be of varying degrees in terms of importance, complexity and urgency and may relate to any matter. Only the Municipal Manager can issue general circulars. Where a head of department has a need to issue a general circular on a matter that falls within the scope of his/her department, such a circular must be signed by the Municipal Manager or the head of department, only with the approval of the Municipal Manager.

5.2.2.2. Departmental Circulars

Heads of departments may issue departmental circulars that pertain to their departments only. Such circulars should, however, not be in conflict with general circulars and should not in anyway temper with any applicable legislation and SALGA/Organised Labour Agreements.

5.2.3. E-mails, Internet/Intranet, Facsimiles and Telephone

The usage of e-mails, Internet/Intranet, telephone and facsimiles is governed by the IT Policy, which the staff must comply with.

5.3. Discipline

Discipline will be instituted where deserved and dealt with in terms of a Disciplinary Code concluded and assented to by and between SALGA and Organised Labour.

5.4. Grievances

Employees with grievances should institute them according to the Grievance Procedure concluded and assented to by and between SALGA and Organised Labour.

6. EXTERNAL COMMUNICATION

6.1. Media Liaison.

Media liaison involves, establishing sound relationship with the media e.g. organising media lunch, media visits, press releases, radio talk shows, media statements, etc. This remains the function of the Communications division. ***On the political level, the Mayor and the Speaker are the official spokesmen of Council.***

6.2. Newsletters

Municipal Newsletters shall be produced on quarterly basis. Each Department shall contribute in the production of a newsletter. Compilation of newsletters is the responsibility Communications division while the Information Officer is the oversee of the content. The newsletter must carry the same logo all the time (corporate identity). Newsletters will carry almost 60% English and 40% IsiZulu and will be distributed throughout the District and in four local municipalities.

6.3. Annual Reports

The MFMA prescribes what should be in the annual report. Each Department shall contribute in the production of this report. The Planning and Social Development department shall drive the compilation of the report. Imbizo will be held to present the annual report to the community.

6.4. Website

The Promotion of Access to Information Act, 2000 provides that every state organ should host a website. The construction of Umzinyathi DM website rests with IT division. Updating of information in the web page shall be done by Communications in conjunction with IT division.

6.5. Corporate Material / Identity

The production of all corporate (promotional) material and the maintenance of corporate identity is the function of the Communications Division. The Communications Manager will see to it that all corporate material maintains the corporate look of Umzinyathi DM. The promotional material include; T-shirts, pens, tracksuits, information brochures, billboards, exhibitions, folders, newsletters etc.

6.6. Advertising and Marketing

All advertising and marketing i.e. tenders, vacancies etc, must be done through the Communications division and with the approval of the relevant HOD/Corporate Services.

6.7. Community Meetings / Izimbizo / Launches / Sod Turning / Handovers

An organising committee must be established comprising representatives from all departments to allow easy communication flow. Depending on the nature of the event, the committee can be chaired by the Head of Department under whose jurisdiction the event falls. Communications must be part of the organising committee. Where an Act requires public participation the committee will facilitate this process as required by the Act. Where public hearings are to be held the committee will be responsible for sending invitations and notices. Where adverts are to be placed in particular newspapers the adverts must be placed via the committee. It should be noted that the Municipal Manager would have to approve the operational plan of the committee before it is implemented.

6.8. INTERGOVERNMENTAL RELATIONS

There has to be clear lines of communication between the District Municipality, Local Municipalities, Provincial and National Government and Traditional Leadership. The Office of the Mayor as per the Intergovernmental Relations Framework Act spearheads this process. It is the duty of the Communications Division to facilitate the meeting the District Co-ordinating Forum and the District Co-ordinating Technical Committee as well as to co-ordinate implementation and imparting of the decision taken at such meetings.

6.9. COMMUNICATION BETWEEN UDM, SALGA AND TRADE UNIONS

The Information Officer must communicate decisions taken in these forums to the rest of the staff through his deputy information officers and Communications Division.

6.10. DELEGATION

The Municipal Manager must ensure that there is an approved system of delegation in place to ensure that appropriate powers and authority are vested in the appropriate bodies and functionaries. The system of delegation must be adhered to at all times. Where there is uncertainty as to where the authority on any aspect vests, the matter should be referred to EXCO for a directive.

6.11. ADMISSION TO MEETINGS

According to section 20(1) of the Municipal Systems Act meetings of the municipal council and those of its committees are open to the public and the media, except where, the nature of a business being transacted warrants such a closure and a council resolution or a by-law has been made which specifies the circumstances in which the council or a committee may close its meetings. The circumstances in which meetings are closed to the public and the media are stated in the Standing Rules and Orders of the Council.

Notwithstanding the above, public and the media will not be excluded in a council or council committee meeting where a budget, by-law, integrated development plan, performance management system, service delivery agreements, contract with financial obligations on the municipality which extends over a period of three years and annual reports are considered.

The Manager Corporate Services will furnish the Communications Division with an annual list of meetings of the Council and council committee meetings for publication in terms of section 21 of the Systems Act as amended. Where an unscheduled meeting is to take place, a notice for such a meeting must be published within three days of such a meeting. The agendas and minutes of such meetings will be made available in terms the Manual of the Municipality prepared in terms of the Promotion of Access to Information Act.

6.12. Communication in the interest of the Public

In terms of section 5 (1) (a) of the Municipal Systems Act it is the right of members of local community to contribute to the municipality's decision-making processes and to submit oral or written recommendations, representations and complaints to the municipality through the laid down mechanisms, processes and procedures. It is also their right to receive prompt response to their communication, complaints and information on decisions made by various structures of the municipality.

Whenever members of the public have queries, need information on reports or have proposals to make, they must direct their queries, requests or information in writing to the office of the Municipal Manager. Depending on the nature and urgency of the matter, correspondence with the office of the Municipal Manager may be conducted over the telephone, e-mail, fax or any other possible means. Where a member of the public may need

to meet with the Municipal Manager in person, it is advisable that an appointment should be sought from his office well before hand to ensure that he is able to avail him/herself for such a meeting.

Where the required information or report has to be in writing, the office of the Municipal Manager or the head of department assigned by the Municipal Manager will furnish the required information or report within five working days of the receipt of such query, request or report. Where the information or report cannot be furnished within five days, the requester would be advised accordingly and be told when he/she will be getting such a report or information.

Where a member of the public has become aware of any kind of misdemeanour by the official during office hours, receives ill-treatment or unsatisfactory service from a member of the staff or suspects any misuse of council property, he/she must report such a misdemeanour, ill-treatment, unsatisfactory service or abuse directly to the office of the Municipal Manager immediately in any possible way. For effective disciplinary measures to ensure the member of the public who witnessed such a misdemeanour or misuse or received such ill-treatment or unsatisfactory service must be prepared to make a sworn statement and to testify in person during such a hearing.

6.13. Public Participation

The IDP Process: During September, the municipality has to prepare the IDP process plan and it must be presented to Council for adoption and then submitted to DLGTA. Once Council has adopted it, the activities in the process plan must then be carried out.

- August – the process plan to be adopted by Council
- October - Community participation must be undertaken to confirm the needs of the community as indicated in the IDP
- November - Situational analysis must be undertaken to verify the economic potential of the district,
- November - Present the situational analysis to the IDP Forum for comments and also for alignment,
- December - To have draft IDP in place before the end of December and presented to Council for submission to DLGTA;
- February - To have IDP engagements with the community to present the draft IDP;
- March - To make adjustments on the draft IDP as per the input of the community
- March - Alignment of the IDP with the budget – submission of draft IDP to LGTA.
- April - To present the final draft to the IDP forum for comments
- May - Advertisement of the IDP in the local newspapers for public comments
- May - To incorporate constructive input into the IDP as received during the advertisement process,
- June - Adoption of the IDP by Council
- July - Submission of the IDP to DLGTA
- There will be the IDP steering committee meetings in between to manage the IDP process

Budget process: once the draft budget has been tabled in Council, the Mayor must take the draft budget to the public for their input. Once the draft budget has been tabled before the public, the public input must be incorporated to the budget and the budget must be advertised in the media for further comments by the general public. Moreover, Council has to approve the final budget to be submitted to the Provincial Treasury as the working capital of Council for that particular financial year.

PMS Process

- To have the performance contracts in place before the end of July,
- Submission of the performance contracts to the MEC and DPLG within 14 days after the approval of contracts by Council

- Submission of quarterly reports to ExCo and Council indicating progress regarding meeting the targets as set in the IDP, the quarters are as follows
 - July – September
 - October – December
 - January – March
 - April – June
- Payment of bonuses to the Managers must be done in June once the:
 - The annual performance report of the financial year under review has been submitted and adopted by Council;
 - The employees annual performance has been evaluated accordingly;
 - The municipal council has approved the employees performance evaluation

Water and Sanitation communication process: Communities consists of individuals and various interest groups. Ward committees are the political structures closer to the communities. Therefore, the structures such as the IDP Representative Forum are the relevant structures to communicate water issues. So the communication process should take the following sequence:

1. DM as the water authority with its Executive Committee and Council taking decisions on water issues.
2. Those decisions be communicated to Technical Services for implementation,
3. Engagement of local municipalities through Rep Forums
4. Ward Committees participate in Rep Forums
5. Traditional Leaders get involved through ward committees and CDWs.

This is a top down approach. Feedback is communicated through bottom up approach.

6.14. Assessment of community needs and satisfaction

Section 55(1) (n) of the Systems Act requires the municipal manager, as head of administration, in addition to managing communication between the municipality's administration and its political leadership, also to facilitate participation by the local community in the affairs of the municipality. Section 55(1) (o) further charges the Municipal Manager with a duty to develop and maintain a system whereby community satisfaction with municipal services is assessed. This assessment will ensure that the municipality remains focused on the provision of services according to service levels, KPIs and targets set during the IDP process.

To achieve this, the IDP/PMS Manager will devise a questionnaire requesting clients of UDM to assess the provision of services by the UDM and municipal entities under its individual or shared control. Such a questionnaire will be issued and circulated twice during the financial year in May and November. The areas to be focused upon will be:

1. IDP and its processes
2. Budget and its process
3. PMS and its process
4. Services: water
5. Sanitation
6. LED
7. Environmental health
8. Disaster Management

The Municipal Manager may include any other matters he may consider necessary in addition to the matters referred to above. A report giving the assessment of the municipal services by the community, as well as the strategies to be engaged to bring about improvements and corrections will be submitted to Council in June and December and be published in January

and July. In addition to any other individuals and organizations which the Municipality will identify for such assessment, ward committees and traditional leadership should also be included as their inputs represent the views of broader segments of the recipients of the municipal services whose voices are not normally heard.

7. Compliance with the Promotion of Access to Information Act, 2000

Compilation of the Municipal Manual must be in place and sent to the Department of Justice as prescribed by the Act. The provision of the Act must be complied with. The purpose of this Act is to make sure that people have the right to Access to Information held by the State organ or by a Private Body. It charts ways on how to obtain that information from public or private bodies. Ways as to how to obtain information in this organisation is charted in the compiled Municipal Manual.

8. TRANSLATION OF COUNCIL DOCUMENTS

Council minutes, agendas, policies and by-laws must be translated in IsiZulu and Afrikaans.

9. CONCLUSION

The communication policy is meant to guide the communication processes of Umzinyathi DM, horizontally and vertically and seek to establish good relationship between Umzinyathi DM and its various public both internal and external. The implementation of this policy will assist in individual employee recognising his/her role in the organization in terms of his/her communication responsibilities.