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EMERGENCY NUMBERS

24-hour Call Centre

012 358 2111 / 080 111 1556

Water and Sanitation, Traffic Lights, Roads and Stormwater

012 358 2111

Customer Care / Credit Control

012 358 9999



Police
10111



Metro Police
012 358 7095 / 6



Emergency Services
10177 / 012 310 6300/6400

Tshwane to empower 10 000 young people

Khuthadzo Nevhunama



Tshepo 10 000 officials assisting applicants at Mabopane Indoor Sports Centre

The City of Tshwane is implementing a multimillion rand programme aimed at skills development and entrepreneurship which targets 10 000 unemployed young people in Tshwane.

The entrepreneurship programme, known as Tshepo 10 000, which means "hope", was launched by the Executive Mayor of Tshwane on 5 September 2013 at Pilditch stadium.

Tshepo 10 000 consists of three components, namely skills development, job creation, and entrepreneurship. It will run for 12 months for each intake of 2 500 youth candidates. It is generally hoped that this programme will achieve the overall goal, which is "to reduce the highly concentrated unemployment amongst the youth of Tshwane".

The Tshepo 10 000 programme, valued at R1,8 billion will be funded from the City's operational budget. The City's aim is to train and develop 10 000 youths from across its seven regions to establish cooperatives in order to set themselves up as entrepreneurs. This is part of the City's plans to eradicate unemployment, especially among the youth.

"The City of Tshwane is conscious of the three key challenges confronting our country: poverty, unemployment and inequality. This intervention is an innovation conceptualised by the City and our partners, acknowledging the unique nature of the

challenges facing our city as it relates to skills, unemployment and the need to empower our youth with entrepreneurial skills to establish their own cooperatives. Our youth is a sizeable ratio of our city population", said Ramokgopa.

According to Statistics South Africa's Third Quarter Labour Market Survey of 2012, national unemployment was at 71%, and 36% percent of that is amongst the youth, which is equivalent to 3.3 million young people between the ages of 15 and 34 years.

The City, in partnership with institutions of higher learning, will train candidates in areas where there is huge spending, such as infrastructure maintenance and services like electricity, water and sanitation, roads, housing and waste management.

The vision of the City of Tshwane resonates with that of the National Youth Policy of 2009 to 2014 which aims to build "an integrated, holistic and sustainable youth development, conscious of the historical imbalances and current imbalances and current realities, to build a non-sexist, non-racist, democratic South Africa in which young people and their organisations not only enjoy and contribute to their full potential in the social, economic and political spheres of life but also recognise and develop their responsibilities to build a better life for all".

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Tshwane to empower 10 000 young people

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“To surmount this challenging task, the City is entering into a public-private partnership with different role players to ensure that all young people access economic opportunities that enable them to grow, develop and prosper as fully engaged, responsive and productive citizens of the City,” said Cllr Subesh Pillay, MMC for Economic Development and Planning.

The Tshepo 10 000 recruitment drive took place from 29 July to 5 August 2013. Registration was open to anyone between the ages of 21 and 35 who is –

- a resident of Tshwane
- able to read and write;
- able to produce a copy of a valid ID document;
- unemployed; and
- prepared to undergo specific training to establish certain basic systems to enable him or her to benefit, eg a bank account or registration at a youth cooperative.

The youth of the City of Tshwane responded overwhelmingly and registered in droves for the Tshepo 10 000 programme. Thousands of young people seeking employment through Tshepo 10 000 came through the doors of registrations centres

The youth of the City of Tshwane responded overwhelmingly and registered in droves for the Tshepo 10 000 programme. Thousands of young people seeking employment through Tshepo 10 000 came through the doors of registrations centres from 04:00 in the mornings to add their names. Many who stood in the long queues thanked the City for the opportunity which they say is a long-awaited break.

“All I need is just to earn something and be able to support my family,” said Ellias Mothobeni, one of the applicants. Mothobeni and other applicants who queued outside the hall said they had no words to thank the City for this wonderful initiative.

The Tshepo 10 000 programme brought fresh hope to the young community of Tshwane.

“I’m looking for any kind of job, anything that will enable me to look after my family and, most importantly, to be able to buy my child school uniforms,” said Kokoetso Molala, a mother who is dependent on her child’s grant.

“I came all the way out here because I believe my application will be successful. I thank the City for also thinking of people like me who couldn’t study further and only have a matric certificate. It is difficult out there to get a job with only a matric certificate,” Molala added.

The City will take 2 500 participants for each quarter of this financial year, totalling 10 000 youths at the end of the financial year. Training for the first 2 500 intake commenced on 9 September 2013.

Tshwane gears up for Women’s Parliament 2013

Patronella Molaeng

The year 2013 marks the 57th anniversary of one of the biggest demonstrations in this country’s history. On 9 August 1956, 20 000 women of different races marched to the Union Buildings to present a petition against the carrying of passes. *Igama lamakhosikazi malibongwe.*

In preparing for the Women’s Day celebration, the City of Tshwane in partnership with the Gauteng Provincial Legislature/Parliament held a Women’s Council in Sammy Marks Conference Centre at the Council Chamber on 27 July 2013. Female councillors and fellow women from across Tshwane and its surrounding areas took part in this Council which took the shape of a normal City of Tshwane Council sitting. The objective of the Women’s Council is to afford women the opportunity to air their views and be drivers of their own economic freedom and ambassadors of their own province.

At the Women’s Council, female representatives were selected to represent Tshwane at the National Women’s Parliament where issues affecting women will be discussed. The Council had three break-away sessions in the form of commissions from which a delegation of 18 participants was elected to represent Tshwane in the provincial Women’s Parliament sessions.

The 18 delegates will participate in provincial workshops where reports of the Council’s regional workshops will be consolidated into provincial reports for each commission.

Some of the recommendations emanating from the three commissions include –

- a women’s desk being established in the Office of the Speaker to assist the challenges that women face;
- an extension of the sanitary towels programme beyond the schools;
- an increase in awareness on family planning to prevent teenage pregnancy;
- creating home environments that protect children from being exposed to sexual activities or conversations;
- improving the indigent programme to be biased to women and children;
- inviting men to address issues of woman and child abuse; and
- alleviating substance (nyaope) abuse, rape etc; there is a need to review the sentencing of perpetrators of such crimes

The City of Tshwane takes this moment to applaud South African women whose capabilities have been recognised and who have been appointed to serve in both regional and international entities.



Tshwane celebrates Nelson Mandela’s 95th Birthday

Photo: Helenus Kruger

Former President Nelson Mandela celebrated his 95th birthday on Thursday, 18 July 2013, and birthday wishes poured in from all over the world. The Executive Mayor, Cllr Kgosientso Ramokgopa, and Members of the Mayoral Committee visited the Medi-Clinic Heart Hospital to sign Madiba’s birthday card and to wish him well.

There was a sense of unity, pride, joy and celebration outside the Pretoria hospital as South Africans from all walks of life paid tribute to Madiba. Members of the public visited the hospital in crowds to drop off cards and convey their best wishes.

NEW TARIFFS

Residents' accounts will reflect new tariff increases at end of August

Lebogang Matji

The City of Tshwane wishes to remind residents about the new services tariffs that came into effect on 1 July 2013.

The Executive Mayor, Cllr Kgosientso Ramokgopa, announced in his 2013 budget speech that electricity tariffs will increase by 8% on average (domestic 7%), sanitation by 10%, refuse removal by 25% and water by 10%.

The primary function of the Municipality is to provide services to residents within its jurisdiction; the funding of these services is made possible by levying property taxes and charging for municipal services rendered. The increases make way for a stable fiscal environment for improved, world class service delivery, growth and development.



Electricity

Electricity charges are based on the kWh consumed per month. The table below indicates the electricity tariffs applicable to households (domestic scale) with effect from 1 July 2013:

	2012/13	2013/14
Tariff blocks	c/kWh	c/kWh
Block 1 (0 – 100 kWh)	101,79	107,25
Block 2 (101 – 400 kWh)	113,85	121,20
Block 3 (401 – 650 kWh)	120,37	128,35
Block 4 (> 650 kWh)	128,25	137,10

Example of calculation of monthly electricity charges for 500 kWh consumption:

100 kWh @ R1,0725	=	R107,25
300 kWh @ R1,2120	=	R363,60
100 kWh @ R1,2835	=	R128,35
500 kWh		R599,20

Residents are reminded to reduce electricity usage by setting their geyser temperature at 60°C and to switch off all non-essential appliances.

Water



The water tariff increases as from 1 July 2013 for residential and non-residential consumers are as follows:

Category	2012/13	2013/14 (10% increase)
	Per kℓ R	Per kℓ R
Residential		
0 – 6 kℓ per 30-day period	5,63	6,19
7 – 12 kℓ per 30-day period	8,04	8,84
13 – 18 kℓ per 30-day period	10,55	11,61
19 – 24 kℓ per 30-day period	12,21	13,43
25 – 30 kℓ per 30-day period	13,95	15,35
31 – 42 kℓ per 30-day period	15,08	16,59
43 – 72 kℓ per 30-day period	16,14	17,75
More than 72 kℓ per 30-day period	17,28	19,01
Non-residential		
0 – 10 000 kℓ per 30-day period	11,89	13,08
10 001 – 100 000 kℓ per 30-day period	11,29	12,42
More than 100 000 kℓ per 30-day period	10,52	11,57

Sanitation

Sanitation charges are calculated in relation to the percentage of water discharged into the sewer system. Below is a summary of the sanitation tariff increases that came into effect on 1 July 2013 for residential consumers.

Category	% discharged	2012/13	2013/14 (10% increase)
		Per kl R	Per kl R
Residential			
0 – 6 kℓ per 30-day period	98	4,17	4,60
7 – 12 kℓ per 30-day period	90	5,64	6,21
13 – 18 kℓ per 30-day period	75	7,28	8,01
19 – 24 kℓ per 30-day period	60	7,28	8,01
25 – 30 kℓ per 30-day period	52	7,28	8,01
31 – 42 kℓ per 30-day period	10	7,28	8,01
More than 42 kℓ per 30-day period	1	7,28	8,01

Example of calculation of sanitation charges for 20 kℓ consumption:

6 kℓ x 98% (5,88 kℓ) @ R4,60	=	R 27,04
6 kℓ x 90% (5,40 kℓ) @ R6,21	=	R 33,53
6 kℓ x 75% (4,50 kℓ) @ R8,01	=	R 36,05
2 kℓ x 60% (1,20 kℓ) @ R8,01	=	R 9,61
20 kℓ		(16,98 kℓ) R106,23



Note: Although the water consumption is 20 kℓ, only 16,98 kℓ is charged for sanitation.

NEW TARIFFS

New valuation roll for Tshwane

The current valuation roll for the City of Tshwane was implemented on 1 July 2013, with a valuation date of 1 July 2012. It will remain valid until 30 June 2017.

Property Rates Policy and tariffs

The Constitution of South Africa, 1996, entitles municipalities to impose rates on property in their areas, subject to regulation in terms of national legislation.

In terms of section 3 of the Municipal Property Rates Act, 2004 (Act 6 of 2004) (the MPRA), the Council of a municipality must adopt a policy on levying rates on rateable property in the municipality. This policy must be consistent with the Act.

Section 5 of the MPRA states that a municipality must annually review, and if necessary, amend its rates policy, and any amendments to a rates policy must accompany the municipality's annual budget when it is tabled in the Council.

Amendments were made to the City's Rates Policy. These include the definitions of "vacant land" and "agricultural property" – now amended to "farmland" and "smallholding".

The rates tariff for residential property has been restructured by way of the following two amendments:

- The tariff now includes a 35% rebate on property. This means that the tariff will be reduced by 35% and the rebate on the property rates will be discontinued. This will yield the same property rate relief as before.
- The total valuation rebate of R50 000 on residential properties has increased to R75 000, which includes the legislative impermissible value of R15 000.

Approximately 325 000 households in the city currently benefit from this increased rates relief.

The approved residential rates tariff is 0,853 cent. This is a reduction of 37% compared to the previous tariff of 1,354 cent.

The total market value of residential properties on the City's new valuation roll has increased by an average of 12,2% compared to the previous valuation roll. This is a result of a number of properties being valued higher, and also reflects the city's growth rate.



The following table illustrates the impact on monthly rates for a variety of residential properties.

Previous value	Rates payable @ 1,354c/R R50 000 reduction + 35% rebate	Current value with assumed 12,2% increase	Rates payable 1 July 2013 @ 0,0853 and R75 000 reduction
50 000	00,00	56 100	00,00
75 000	18,34	84 150	6,50
100 000	36,67	112 200	26,44
300 000	183,35	336 600	185,95
600 000	403,38	673 200	425,22
1 000 000	696,75	1 122 000	744,24
1 500 000	1 063,45	1 683 000	1 143,02
2 000 000	1 430,16	2 244 000	1 541,80
2 500 000	1 796,87	2 805 000	1 940,58
3 000 000	2 163,58	3 366 000	2 339,35
5 000 000	3 630,41	5 610 000	3 934,46
10 000 000	7 297,50	11 220 000	7922,24

An example of the calculation of monthly property tax for a property with a value of R1 000 000:

$(R1\ 000\ 000\ \text{less}\ R75\ 000) \times R0,00853\ \text{divided by}\ 12 = R657,52\ \text{p/m.}$

With regard to the rates tariff for the "vacant land" category, an 8% decrease from the previous rates was implemented. This brings some relief for vacant land owners while still promoting development of this category of property.

The approved tariffs from 1 July 2013 for different categories of rateable property in accordance with the Rates Policy are as follows:

Category	2012/13 tariff (R)	2013/14 tariff (R)
Agricultural properties	0,00220	0,00213
Business and commercial properties	0,02708	0,02573
Educational institutions	0,02708	0,02573
Independent schools PBO	0,00220	0,00213
Industrial properties	0,02708	0,02573
Mining	0,02708	0,02573
Municipal property (rateable)	According to use	According to use
Non-permitted use	0,06770	0,06432
Residential properties	0,01354	0,00853
State-owned properties/government	0,02708	0,02573
Vacant land	0,06014	0,05533

What is a valuation roll?

A municipality intending to levy an assessment rate on properties must, in accordance with the Municipal Property Rates Act, 2004, prepare a valuation roll of all properties in the municipality, including all properties that are fully or partially excluded from rates.

A valuation roll in this regard is a list of all rateable properties in a municipality that have been valued during a general valuation process where these values form the basis for levying assessment rates in accordance with the municipality's Property Rates Policy.

Who pays property rates?

All registered owners of immovable property are liable for the payment of property rates in terms of the Municipal Property Rates Act, 2004.

What is the revenue from property rates used for?

Revenue from property rates is not linked to any specific municipal service or infrastructure. It is used to fund services that benefit the community as a whole, not only individual households. These services include health services, public parks, recreational facilities, cemeteries, libraries and community halls, as well as safety services such as the Metro Police and ambulance services.

NEW TARIFFS

Refuse removal

Refuse removal charges are based on the volume (container size) of waste removed per week. Below are the waste removal tariffs for households as from 1 July 2013.

Container	2012/13		2013/14	
	Waste removal	City cleaning	Waste removal	City cleaning
	R	R	R	R
Tariff per litre	0,2492	0,2492	0,3115	0,3115
85 ℓ container removed once a week	21,18	21,18	26,48	26,48
85 ℓ container removed twice a week	42,36	42,36	52,96	52,96
240 ℓ container removed once a week	59,81	59,81	74,76	74,76
1 100 ℓ container removed once a week	274,12	274,12	342,65	342,65



Note: Tariffs for city cleaning are levied on all premises, irrespective of who removes the waste generated at the premises. The City of Tshwane reserves the right to determine the type of service, the minimum number of containers and the frequency of services per area.

Example of monthly waste removal charges payable as from 1 July 2013:

- 85 ℓ removed once a week = R52,96 (R10,60 more per month for weekly waste removal)
- 240 ℓ removed once a week = R149,52 (R29,90 more per month for weekly waste removal)

The City of Tshwane is rolling out 240 ℓ containers to all areas.

Rebate for pensioners

The Property Rates Policy of the City of Tshwane makes provision for rebates for pensioners and mentally and/or physically disabled persons.

The following conditions apply:

A person who has reached the age of 60 or more during the 2013/2014 financial year can apply for a pensioner's rebate under the following conditions:

- A maximum/total rebate of 50% (on the remaining property tax, after the applicable residential rebates have been granted) will be granted to owners of rateable property; on condition that the total gross income of the applicant and his/her spouse, if any, does not exceed the amount equal to twice the annual state pension approved by the National Government for a financial year; or
- A maximum/total rebate of 40% (on the remaining property tax, after the applicable residential rebates have been granted) will be granted; on condition that the joint income of the applicant and his/her spouse, if any, does not exceed R115 000 for a financial year, which amount may be reviewed during the City of Tshwane Metropolitan Municipality's annual budget process.

- The rateable property concerned must be occupied only by the applicant and his/her spouse, if any, and by a dependent without income.
- The applicant must submit proof of his/her age and identity and, in the case of a physically or mentally handicapped person, proof of certification by a Medical Officer of Health, and proof of the annual income from a social pension.
- The applicant's account must be paid in full, or if not, an arrangement to pay the balance should be in place; and
- The property must be categorised as residential.

Application forms are available at any Municipal Office.

Important documents that must accompany this application:

(Documents must either be originals or certified copies of the original or be an affidavit, where applicable)

- The applicant's identity document.
- Proof of income as completed on the application form (the amount must clearly be indicated) and 3 MONTHS' BANK STATEMENTS.

- If there is any income for which there is no receipt, eg rent or money received from children, an affidavit to this effect must be made and attached to the application.
- If the applicant was declared medically unfit, a medical report as confirmation must be handed in with the application form.
- If the applicant is not the registered owner of the property, but pays the assessment rates account, an affidavit must be submitted.

The application will not be considered if any of the required documents have not been submitted together with the application form, or the form has not been fully completed.

This rebate is subject to the availability of funds in the 2013/2014 financial year.

Applications (and subsequent rebates granted) are only valid for the 2013/2014 financial year and will expire on 30 June 2014.

The Municipality does not accept any responsibility/liability for posted applications (including registered post). Only original application forms will be considered (no faxed or e-mailed forms will be accepted).

How do we assist poor households in Tshwane?

The City of Tshwane cannot avoid increasing its tariffs. However, the basic social package will help to partly eliminate the potential financial burden of the tariffs on poor households. The basic social package available to registered indigent households, in terms of the Indigent Policy, includes –

- 100% rebate on property rates;
- 12 kℓ of water;
- 100 kWh of electricity;
- 6 kℓ of sanitation; and
- 85 ℓ of waste removed once a week.

The cost (revenue foregone) on the social package amounts to R598,9 million, or R384,07 per month per registered indigent household.

Redefining the City's strategic objectives

Staff reporter

The City has redefined its strategic objectives in line with the National Development Plan and the Tshwane 2055 vision and outcomes. The strategic objectives are as follows:

Provide sustainable services infrastructure and human settlements

The City maintains its focus on providing sustainable and reliable services and infrastructure to support human prosperity. The City's priorities in this regard include –

- reducing the number of households with no access to basic services such as water, electricity and sanitation;
- continuing the management and upgrading of settlements through the formalisation of informal settlements, upgrading of hostels as well as development of mixed housing settlements; and
- rolling out the Tshwane rapid transport infrastructure to promote reliable and efficient transport and connect settlement areas more efficiently to economic opportunities.

Promote shared economic growth and job creation

The City aims to achieve sustained and inclusive economic development and has therefore committed itself to the following:

- Supporting SMMEs and cooperatives so that they are active participants in the economy
- Attracting labour-absorbing industries to Tshwane and retaining them so that more formal employment opportunities are created

- Increasing the number of economic opportunities facilitated by the City, including EPWP jobs and Operation Vat Alles (120 000 opportunities to be created between 2013 and 2016)
- Facilitating employment opportunities for the indigent as well as the youth

Ensure sustainable, safe communities and integrated social development

The City realises the importance of social services and amenities in ensuring sustainable communities and restoring dignity to people. Meeting this strategic objective will ensure that the health and education of citizens improve, poverty and inequality decline through social support and City-led interventions, and public safety improves. Some of the key deliverables for the City in relation to this include –

- expanding the City's school support programmes in previously disadvantaged areas through increasing the number of children who access early childhood development and promoting out-of-school learning programmes;
- ensuring that as many people as possible have access to primary health care as well improving the health outcomes through health awareness programmes, including the rollout of ART at primary health care centres and sustaining the rate of immunisation for children;
- promoting social cohesion through sport participation and cultural and heritage preservation, among others, by maintaining social facilities in various areas; and
- improving safety in Tshwane through increased police visibility and surveillance and improved coverage by fire emergency services.

Promote good governance and an active citizenry

The City has committed itself to running a clean, efficient and accountable administration. Furthermore, the City will ensure that it accounts for the commitments made through institutionalising an integrated performance management system. In addition to imbizos, the City will consult residents (once in two years) on the quality of life achieved in Tshwane as a result of the City's programmes.

Improve financial sustainability

To ensure that the City is able to deliver on its promises, financial management needs to be sound. To achieve this, the City needs to improve its revenue and financial management continuously. For the 2013/14 financial year, the City has undertaken to raise R7 billion as part of its security of revenue initiative. Furthermore, the billing system of the City will be reviewed regularly to ensure that it is effective and accurate. Smart billing will continue to be rolled out to protect both the customer and the City from costly billing errors.

Continue institutional development, transformation and innovation

In line with our mission of "igniting excellence", the City will work towards improving the manner in which services are delivered through partnerships with business, communities and research institutions in order to find implementable solutions to the challenges we face. Regionalisation will also be accelerated by enabling regional offices to address local service delivery challenges.

City strengthens collaboration ties

Lebogang Matji

The Executive Mayor of Tshwane, Cllr Kgositso Ramokgopa, and the Vice Chancellor of the University of Pretoria, Prof Cheryl de la Rey, recently signed a Memorandum of Understanding (MoU) to strengthen collaboration between the City and the University.

The City of Tshwane and the University of Pretoria see the memorandum as the first building block of a relationship aimed at intellectual capital collaboration and exchange, and to improve the socio-economic profile, efficiency and effectiveness

of the City in the delivery of services by addressing issues of common interest and mutual benefit to the two parties.

The University has a longstanding relationship with the City of Tshwane; an earlier MoU was signed in 2008. However, the City's 2055 Growth and Development Strategy and the University's new strategic plan, UP 2025, necessitated a re-examination of the status quo, with a view to reposition and strengthen the relationship between the City and the University.

Speaking at the signing ceremony the Executive Mayor said it is important that we have an appreciation of the City we are constructing and the contribution of knowledge is vital.

The key action areas of the agreement are:

1. Provide sound research support to form the basis of medium to long term strategies and ensure alignment;
2. Investigate and establish a specialised think tank for the City in partnership with other identified strategic partners to address service delivery challenges as identified and agreed upon by both parties;
3. Exchange scientific and technical information, including publications and reports;
4. Build capacity through the advancement of training, skills development and joint organisation of seminars, workshops, symposiums and technical conferences in areas of mutual interest.

"I am confident that the signing of the MoU will be catalyst for many other collaborative projects and initiatives to come" concluded UP's Prof Cheryl de la Rey.



Sikhumbuzo G. Ngobese

Executive Mayor, Kgositso Ramokgopa and UP's Prof Cheryl de la Rey seal the deal.

Performance agreements keep MMCs on track

Lebogang Matji



Photo: Helenus Kruger

Member of Mayoral Committee for Finance, Cllr. Dorothy Mabiletsa looks on as the Executive Mayor signs her performance agreement.

In an unprecedented move to advocate accountability among its leadership, Members of the Mayoral Committee (MMCs) signed performance agreements with the Executive Mayor, Cllr Kgosientso Ramokgopa. This stride by the current administration is a demonstration to increase the use of monitoring and evaluation as avenues to ensure accountable, transparent and result-driven governance to improve service delivery.

The City of Tshwane has adopted an Integrated Development Plan (IDP) which is aligned to the National and Provincial Agenda as well as the Tshwane Growth and Development Strategy 2055. To ensure accountability in the implementation of the IDP, the Municipal Systems Act of 2000 requires municipalities to adopt a Performance Management System.

This gesture marks an important milestone for the City and its residents as it outlines clear service delivery commitments for each MMC as per the Integrated Development Plan (IDP) and other requirements for successful service delivery outcomes in their areas of responsibility.

The MMCs will be evaluated on their key responsibilities in their portfolios including Council and Mayoral Committee resolutions, performance in the regions and on the implementation of capital projects.

Some of the key projects to be implemented and monitored in the 2013/14 financial year are:

MMC for Health and Social Development: Eulenda Mabusela

- Interventions to curb the spread of Nyaope
- Establishment of ward-based primary health care teams in 42 low-income wards within the city
- Upgrading of early childhood development centres and day care centres

MMC for Services Infrastructure: Jacob Masango

- Eradication of electricity backlogs in formal and informal settlements
- Refurbishment of Rooiwal Power Station
- New installations and retrofitting of old meters

MMC for Roads and Transport: George Matjila

- Tshwane Rapid Transport infrastructure roll-out
- Rehabilitation of the Pretorius Ave sinkhole in Lyttelton Manor
- Effective traffic lights, pothole repairs, road markings, street lights

MMC for Housing and Sustainable Human Settlements Development: Joshua Ngonyama

- Upgrading of informal settlements
- Issuing of title deeds
- Mixed housing developments

MMC for Sports and Recreation: Tyobeka Makeke

- Construction of the western (main) pavilion with sports field and floodlights at the Giant Stadium
- Establishment of a Library Park for Region 5 with a library and indoor and outdoor sports facilities
- Identification of heritage sites and structures to be linked to the Gauteng Liberation route

MMC for Community Safety: Terence Mashego

- Reduction of fire and road incidents
- Upgrading of firehouses in Ekangala and Rayton
- Construction of firehouse in Heuweloord

MMC for Environmental Management: Petunia Mashaba

- Investment in food security and agricultural support infrastructure
- Waste minimisation initiatives
- Community greening and sustainable neighbourhoods. Township and informal settlement greening programmes

MMC for Economic Development and Planning: Subesh Pillay

- Enforcement of by-laws for derelict buildings
- Development of the West Capital Project, Rainbow Junction, Symbio City and Tshwane International Convention Centre
- Revitalisation plans for Cullinan, Rayton and Bronkhorstspruit to facilitate development of these towns

MMC for Corporate and Shared Services: Thembi Mmoko

- Broadband implementation
- Developing a register of all strategic land parcels
- Launch of the Tooling Academy at the Tshwane Leadership Academy

MMC for Finance: Dorothy Mabiletsa

- Security of Revenue Project
- Strategic procurement to support and to give effect to the 2055 Growth and Development Strategy
- Supply Chain Management (25% of contracts to cooperatives, youth, women and the disabled)

Call centre in Hammanskraal will advance service delivery

Khuthadzo Nevhunama



Photo: Helenus Kruger

Executive Mayor of Tshwane Kgosientso Ramokgopa cutting the ribbon at the opening of the Temba Call Centre. FLTR Ward Councillor Cllr Jane Makgatho and the Executive Mayor.

Customer satisfaction, service delivery and job creation remain priorities for the City of Tshwane. To enhance its service delivery, a second call centre has been opened in Temba, north of Pretoria.

The newly opened centre will improve customer relations in general, increase efficiency, enhance communication and minimise expenses for residents. Through the centre, the city aims to bring services closer to the people and people closer to their government.

Temba residents and the neighbouring communities through the centre.

“In line with our game changing theme of ‘Building a Smart City’ as adopted in our Tshwane 2055 vision statement, the Temba Call Centre is a state-of-the-art commodity and its evolution is unique in that the local community was involved in its development from concept to construction and the community will equally be involved in its operations”, said the Execu-

The City of Tshwane is not only enhancing its communication, but is also making sure its staff members are competent to give world-class service to customers. The new Temba Call Centre staff received training in computer literacy, products, soft skills and the Batho Pele principles.

The City of Tshwane has also implemented the Monyetla Work Readiness Programme, sponsored and driven by the Department of Trade and Industry, to ensure that the operators are adequately equipped for the work.

The City was able to create decent job for the

Executive Mayor of Tshwane, Cllr Kgosientso Ramokgopa during the official opening of the centre.

The Temba Call Centre will have far-reaching implications for the strategic intent of the City of Tshwane. The business process outsourcing and offshore industry (BPO&O) is one of South Africa’s fastest growing economic sectors. The call centre subsector has been acknowledged as one of the biggest generators of sustainable employment. In 2009, the global BPO&O industry was valued at an estimated \$130 billion per year with an expected annual growth rate of about 5% over five years. This provides South Africa with opportunities that can be exploited.

The City of Tshwane has positioned itself to play a central role in growing this sector and has identified it as a key industrial sector for job creation and economic growth. Through its comprehensive business incentive policy, the City aims to provide this sector with support and incentives to improve industry competitiveness.

The attractive investment climate and strong government support for the business process outsourcing and offshore industry sector should stimulate growth, attract investment and create employment. The internationally identified key criteria for evaluating potential local partners – skilled labour, cultural alignment and infrastructure – are all available in Tshwane.

Therefore the establishment of a BPO&O centre at the Temba Call Centre will provide the Economic Development Department with a more accurate indication of the feasibility of establishing a BPO&O centre in Hammanskraal.

Strategic Customer Relations and Contact Centre Operations rewarded for Service Excellence

Gerda Potgieter

At an Achievement Awards Ceremony hosted by the DTI at the Gallagher Convention Centre, the Strategic Customer Relations and Contact Centre Operations Division (SCR and CCO) was awarded a Certificate of Achievement for the Monyetla Work Readiness Programme. SCR and CCO was the winner in the category: government and parastatal.

The ceremony was held to recognise top performers and to celebrate the success of the programme’s contribution to job creation and skills development in the Business Process Outsourcing and Offshoring Industry (BPO&O), one of South Africa’s fastest growing economic sectors. Recognition was given to the top three performing consortia in each category.

Lazarus Makena, a learner in the City of Tshwane consortium, has been identified as a top achiever in Phase 3 of the Monyetla Work Readiness Programme. Lazarus was not only recognised as the top achiever in the category of the consortium, but he also received prize money of R10 000 for being one of the top three achievers out of 3000 learners. This young man is worthy of this prestigious award and has been described by the project leader as a top customer care consultant from early on in the Monyetla Work Readiness Programme.

The Monyetla Work Readiness Programme, sponsored and driven by the Department of Trade and Industry (DTI), was implemented by the SCR and CCO in August 2012. This was the first time that the City of Tshwane had participated in this programme, which is a joint venture between the Department of Trade and Industry (DTI), the Works Skills Programme and the Department of Higher Education and Learning.

As part of the programme, unemployed (and unemployable) youths from the Temba community were identified and trained as customer care operators, putting them in a better position to be considered for job opportunities. The

Division successfully trained 100 youths last year, and funding has been obtained from the DTI to train an additional 50 learners this year. The Monyetla Work Readiness Programme 2013 is in the process of being implemented.

Classroom training comprises 30% of the programme. The City of Tshwane has added value to the academic schooling in the form of Batho Pele training and additional training in basic computer literacy, soft skills, product and SAP training. As part of the training programme they also received 60% of their training in the work environment at customer care contact points all over Tshwane. This has ensured that the learners are ready to be employed as call centre operators when opportunities arise.

All 100 of last year’s learners successfully completed the Monyetla Work Readiness Programme and they are now temporarily employed as customer care call centre operators in the new Temba call centre.

Monyetla Work Readiness Programme

The programme was initiated by the Department of Trade and Industry (DTI) in 2006/7 and launched in 2008 in collaboration with the Business Trust. It is a partnership between the DTI and the Department of Higher Education. It is a skills development programme to address the skills gap between the unemployed and unemployable learners.

The objectives of the programme are to –

- equip the unemployed;
- implement an employer-led consortium;
- ensure placement of at least 70 % of the learners in employment on completion of the training programme;
- ensure the development of home-grown supervision and management; and
- encourage skills programme learners to enter into certified learnerships.

Amandebele of Sokhulumu reinstate their Chief

By Pulane Banda

Amandebele Chief Mkhambi Mahlangu has been inaugurated as the senior traditional leader of the Sokhulumu area on 20 July 2013. This is after being reinstated to his position by the Commission on the Traditional Leadership Disputes and Claims. The event took place in Bronkhorstspuit at his royal kraal in Sokhulumu.

Speaking on behalf of Gauteng Housing MEC, Ntombi Mekingwe, chairperson of the portfolio committee on Human Settlements, Cooperative Governance and Traditional Affairs, Errol Magerman, said the inauguration of Chief Mahlangu is part of the evidence of the commitment of government to restore the dignity of the institution of traditional leadership and the event came at the time where “our indigenous knowledge system is of critical importance to our children”.

He further emphasised that the installation of Chief Mahlangu will not only facilitate stability in the community, but will also challenge traditional leadership to acknowledge the importance of the role of the institution in the current democratic dispensation.

“Our aim of course is to encourage unity amongst the Amandebele through ensuring that the role of the chief as a leader of the community maintains unity, stability and works towards the development of this community,” he said, adding that this can be achieved through prudent financial management and good governance practices.

Traditional dances, praise singing, wearing of colourful Amandebele traditional regalia and playing music that depicts Amandebele nation marked the reflection of the joy of the inauguration of Chief Mkhambi Petrus Mahlangu by his people.



Photo: Helenus Kruger
Amandebele Chief Mkhambi Mahlangu being inaugurated

AmaNdebele wakwaSokhulumu abeka ngobutjha iKosi yabo

Umbiko uza ngo-Pulane Banda

Kosi yamaNdebele uMkhambi Mahlangu ubekwe esitulweni njengomholi omkhulu wendabuko wesitjhaba sakoSokhulumu ngomhla ka-20 kuVelabahlinze 2013. Lokhu kulandela isehlakalo sokubekwa ngobutjha esitulweni yiKomitjhini eqalene nemiLandu namaTleyimu wabaRholi benDabuko. Umnyanya lo bewubanjelwe esigodlweni sakwaSokhulumu ngeBhronghoro.

Ngokukhulumela u-MEC (usomkhandlu) wezeziNdlu e-Gauteng, uNtombi Mekingwe, uSihlalo wePhotfoliyo Komiti yezokuHlaliswa kwabaNtu, ukuBusa ngoku Hlanganyela nezenDab ko, u-Errol Magerman, wathi ukubekwa esitulweni ngobutjha kweKosi uMahlangu kuyingcenyane yobufakazi bokuzinikela kombuzo ekuvuseleleni isithunzi seziko lezobukhosi benDabuko begodu umnyanya lo ufike kuhle ngesikhathi lapho “ihlelo lethu lokuthola ilwazi lendabuko kungeliqakatheke khona kwamambala ebantwaneni bethu”.

Uragele phambili ngokuqinisa bonyana ukubekwa kweKosi uMahlangu angekhe kwaba kulawula umphakathi nje kwaphela, kodwana kufaka hlangana ukuzwa amandla woburholi bendabuko ekuthatheleni phezulu ukuqakatheka komsebenzi weziko esikhathini sanamhlanjesi sokubusa ngentando yenengi.

“Ngalokho-ke ihloso yethu kukhuthaza ibumbano hlangana namaNdebele ngokuqinisekisa bonyana umsebenzi wekosi njengomholi womphakathi kubumba ukuzwana, ukunziza nokusebenzela ukuthuthukisa umphakathi lo,” waragela phambili ngokuthi lokhu kungaphumelela ngokulawula ngefanelo iimali nangokubusa kuhle.

Umpako bewungadliwa mtwana, bekugidwa kutjhidelana, bekukhona iingoma zesikhethu, iimbongo, ivunulo y sikhethu enemibala yesiNdebele begodu nombino okhombisa ukuthabela ilanga elikhulu lokubekwa kweKosi uMkhambi Petros Mahlangu babantu bakhe.

Early Christmas for 2 000 learners

Andile Tshona

There was much jubilation at Pilditch Stadium on Friday, 26 July 2013 as the Executive Mayor, Cllr Kgosientso Ramokgopa, handed out school uniforms to 2 000 learners from across Tshwane.

The Executive Mayor was requested to donate school uniforms to 2 000 indigent learners by all four education districts in Tshwane which caters for the seven regions.

During the ceremony, Cllr Ramokgopa emphasised the importance of education in beating the scourge of poverty. He said that the City of Tshwane has prioritised education.

He also praised the teachers for doing a great job and urged learners to respect them.

Ramokgopa made very strong statements to the learners, teaching them about respect and responsibility. He said that by focusing on their work, they should bear in mind that they are not doing anyone any favours, but they are helping themselves to have a brighter future.



Photo: Helenus Kruger
Cllr Ramokgopa, Cllr Mosupyoe-Letsholo, Cllr Mabona with school uniform recipients

Mayor Ramokgopa also announced that the City has put aside R5 million for a bursary programme and R2 million for sanitary towels for young girls.

This Mayoral Social Responsibility and Outreach Programme is informed by the City's Indigent Policy that was implemented in 2007 as well as the Donations Policy in terms of Section 79 (15) of the Local Government Ordinance as amended. This section states that a municipality may make a grant or donation in respect of inter alia any national or public cause which is in the interest of the council or the inhabitants of the municipality.

The uniforms were allocated as follows:

Boys uniform (1 000)

- 2 long trousers
- 1 pair of shoes
- 1 v-neck jersey
- 1 tracksuit
- 2 short-sleeved shirts
- 2 long-sleeved shirts
- 2 ties
- 4 pairs of socks
- 1 school bag

Girls uniform (1 000)

- 2 skirts
- 1 pair of shoes
- 1 v-neck jersey
- 1 tracksuit
- 2 short-sleeved shirts
- 2 long-sleeved shirts
- 2 ties
- 4 pairs of socks
- 1 school bag

Tshwane scoops 1st prize at Bontle ke Botho 2013 awards

Staff reporter



Here from left to right are: MMC for Agriculture and Environmental Management, Cllr Petunia Mashaba; Cllr John Masombuka of Ward 105; Speaker of Council, Cllr Morakane Mosupyo-Letsholo; Cllr Jonathan Baloyi of Ward 76; and Chief Whip of Council, Cllr Jabulane Mabona.

Photo: Helenus Kruger

Awards

The City of Tshwane scooped 1st prize at the Bontle ke Botho 2013 awards and won an amount of R300 000 under the “Best Metropolitan Municipality” category. The City also excelled under the Rural Schools and Rural Wards categories.

The Bontle ke Botho (BKB) awards marked its eleven year anniversary. The BKB awards are an initiative by the Gauteng Department of Agriculture and Rural Development (GDRAD). Initiated in 2002, Bontle Ke Botho is a clean and green campaign that aims to encourage municipal wards and schools in implementing projects that seeks to encourage good use of the environment.

The City of Tshwane boasts an array of well-maintained parks, tree-lined streets, attractive residential gardens and resources such as its nature reserves, a world-class zoo and a botanical garden. All of these features allow Tshwane to be seen to offer much in terms of the natural environment and sustainability. Sustainable development will ensure that the City realise its vision 2055 by mitigating the impact of climate change and global warming.

Participants are rewarded for running projects that address BKB themes such as water conservation,

waste minimisation, energy efficiency, greening and sustainable agriculture.

The following schools and wards in Tshwane were also awarded prize money, respectively under the “Rural Schools” and “Rural Wards” categories.

Best rural schools Position Prize won

- Kekana Primary School 1st prize R40 000 00
- Fatlhogang Primary School 3rd prize R30 000 00
- Rapelego Primary School 4th prize R25 000 00

Best rural wards

- Ward 105 – City of Tshwane 1st prize R50 000 00
- Ward 76 – City of Tshwane 2nd prize R40 000 00

In 2012 the City of Tshwane dominated almost all categories and came close to snatching the Best Performing Metro Award, coming second to the City of Joburg. Tshwane has over the years been constantly the winner of the Bontle ke Botho award for cleanest city.



Photo: Helenus Kruger

Cllr Jonathan Baloyi from Ward 76 with the 1st prize in the MECs Special Prize: Rural Ward Category



Photo: Helenus Kruger

Cllr John Masombuka from Ward 105 with the 2nd prize in the MECs Special Prize: Rural Ward Category

City hands out title deeds to Mamelodi community

Lebogang Matji

On Saturday, 20 July 2013, the City of Tshwane's MMC for Housing and Human Settlements, Cllr Joshua Ngonyama, and Region 6 Executive Director, Nava Pillay, handed over 2 781 title deeds to related beneficiaries of RDP houses in Nellmapius and Mahube Valley in Mamelodi East.

The City consciously took a decision to accelerate the process of restoring land and security of tenure to its citizens, covering various aspects of the tenure reform, with the provision of title deeds for residential properties, businesses and places of worship.

This is in line with the City's Growth and Development Strategy (*Tshwane 2055*) of transforming the unequal and segregated City's landscape by building sustainable communities and providing adequate, quality services and infrastructure for all residents.

Speaking at the handover ceremony, Ngonyama said that the City is embracing the social contract it has with its community by being responsive.

Dorobankulu ri nyika ti-title deed eka muganga wa Mamelodi

Vuhundzuluxi hi: Tinyiko Manyange

Hi Muqgivela, 20 Mawuwana 2013, MMC wa Tindlu na Vutshamiso bya Vanhu wa Dorobankulu ra Tshwane, Cllr Joshua Ngonyama, na Mufambisinkulu wa Xifundzha xa 6, Nava Pillay, va nyikile ti-title deed ta 2 781 eka vavuyeriwa lava a va tsakile swinene va tindlu ta tiRDP eNellmapius na le Mahube Valley eVuxeni bya Mamelodi.

Dorobankulu ri teke xiboho hi ku tiyimisela ku tlakusa maendlelo yo vuyisela misava na mfanalo ya vaaki ku va vha tshama eka ndhawu, ri angarhela swilo swo hambana swa swinawana na swipimelo swa ku nyikiwaka ka misava, hi ku nyika ka ti-title deed eka tindhawu to tshama eka tona, mabindzu na tindhawu to gandzela.

Leswi swi fambisana na Switirateji swa ku Kula na Nhluvukiso wa Dorobankulu (*Tshwane 2055*) swa ku cinca tinkanghala ta Dorobankulu leti a ti nga ringani na ku hambanyisa vanhu hi ku ya hi tixaka hi ku va ku akiwa miganga leyi kotaka ku tiyisa emahlweni na ku nyika vukorhokeri na switirhisiwa leswi ringaneke, swa nkoka eka vaaki hinkwavo.

Loko a vulavula eka nkhuvo wo nyika ti-title deed, Ngonyama u vule leswaku Dorobankulu ri amukela ntwanano lowu ri nga na wona na vaaki va miganga hi ku va ri va erivaleni.

"Hi pfumela leswaku ku va na vun'winyi bya kaya swi ringana na ku vuyiseriwa ka

"We believe that owning a home is equivalent to having your dignity restored as now you own a valuable asset, a place where you will be creating fond memories with your family," Ngonyama said.

The City has declared a bold reconstruction programme to fast track the process of formalising informal settlements, proclaiming unproclaimed townships and issuing title deeds to RDP beneficiaries across the seven regions. "This is the first of many programmes to reconstruct the face of the City," said Ngonyama.



Photo: Golaamang Segatlhe
Cllr. Joel Masilela, Ms Linda Sikhosana (title deed recipient) and MMC Joshua Ngonyama.

ndhzuti wa wena tanihi leswi sweswi u nga na vun'winyi bya nhundzu ya nkoka, ndhawu leyi u nga ta titumbuluxela mikhumbhulo yo rhandzeka na ndyangu wa wena," ku vula Ngonyama.

Dorobankulu ri hlambanyile nongonoko wukulu wo aka lowu nga ta hatlisisa ku endla tindhawu ta mikhukhu ti va enawini, ku tivisa tilokixi leti nga tivekiki na ku nyika ti title deed eka vavuyeriwa va tiRDP eka swifundzha hinkwaswo swa nkombo. "Lowu i nongonoko wo sungula eka yo tala ku aka hi vuntshwa vuyimelo bya Dorobankulu," ku vula Ngonyama.

No death in city's initiation schools

Patronella Molaeng

The winter season is nearing its end, so is the traditional initiation season. The Municipal Health Services together with the members of the tribal authorities, community representatives, initiation school operators, law enforcement agencies which form part of the Advisory Committee that administers the operation and management of initiation schools, registered more than 4 000 initiates for the 2013 initiation season. As the capital city that "ignites excellence" in every aspect of service delivery, we are very proud to have on record 0% fatalities for our initiates since the beginning of the 2013 initiation season. It goes a long way in showing the quality of service rendered in our city to avoid unfortunate deaths in initiation schools.

This achievement is attributed to the City's rigorous and effective inspections and monitoring programmes implemented and managed by the Municipal Health Services. Applications were received from various initiation school operators. However, health certificates to operate were only issued to applicants who met the minimum requirements in compliance with the health requirements and other related issues as stipulated in the City of Tshwane Initiation Schools Health By-law. The preparation process of the safe implementation of these schools

includes pre- and post-educational workshops with operators to ensure that they manage these schools in a way that promotes the safety and wellbeing of the initiates and all concerned. This is followed by regular inspections at the schools to ensure that the basic health and hygiene requirements are complied with. The following forms critical part of what the workshop focuses on:

- The Initiation Schools Health By-law requirements
- Registration process and procedures
- The role of tribal authorities on initiation school matters
- The role and functions of the Tshwane Initiation Schools Advisory Committee

A post-initiation workshop to review the 2013 initiation schools' operation and management will be held. For the safe implementation of initiation schools according to the requirements of the City of Tshwane Initiation Schools Health By-law, visit www.tshwane.gov.za.



Photo: Helenus Kruger

CHIEFS, KINGS OF GAUTENG CUP

Andile Tshona

For the second consecutive year Kaizer Chiefs walked away champions of the Gauteng Cup when they thrashed Bloemfontein Celtic with a whopping score of 4-1.

MMC for Sports, Recreation, Arts and Culture, Cllr Nozipho Tyobeka-Makeke; her counterpart, MEC for Sports, Recreation, Arts and Culture, Mr Lebogang Maile; Chiefs Brand Manager, Jessica Motaung; and Executive Mayor, Cllr Kgosientso Ramokgopa, handed over the cheque for R500 000 to the winners.

In the earlier game, Bloemfontein Celtic beat University of Pretoria 4-2 on penalties after the two teams drew 1-1 in the regulation time.

A cheque for R100 000 and five percent of the ticket sales was handed over to Dream Fields charity organisation. Bloemfontein Celtic beat University of Pretoria 4-2 on penalties in the first game, after they drew 1-1 in the opening game.

Kaizer Chiefs' Siphwe Tshabalala scores a spectacular volley against Bloemfontein Celtic during the Gauteng Cup at Loftus Versveld Stadium. Chief won the game 4-1

The Gauteng Sports Challenge, which is the brainchild of Ultimate Sporting Concepts, is a multi-code sport festival that showcases professional, amateur and developmental talent in Gauteng. Other sporting codes are to be included when the festival grows bigger in the coming years.

Tshwane continues to build relations with role players

Andile Tshona

In July, the City of Tshwane met with different countries in its efforts to build relations with role players in various fields.

Member of the Mayoral Committee for Community Safety, Cllr Terence Mashego, and City Manager, Mr Jason Ngobeni, welcomed a delegation from the State of Kerala, India, at Council Chambers in Centurion on Monday, 22 July 2013.

The delegation visited South Africa to meet with different stakeholders such as the National Treasury, the Ministry of Cooperative Governance and Traditional Affairs and the South African Local Government Association.

This visit was organised by the World Bank with a view of having exchange programmes and information sharing on how to advance relations and improve the lives of the people of the two countries.

During the welcoming, the City of Tshwane presented on the municipal budget processes and its decentralisation. Furthermore, the City gathered additional information and prepared the way for future exchange of ICT programmes between the two cities.

Tshwane has a lot to gain by this relationship, but it also has plenty to offer given its abundant intellectual wealth, credible regulatory environment, prudent environmental by-laws and its policies. This relationship will attract more foreign and direct investment from Indian cities.

On Tuesday, 23 July 2013, the Executive Mayor, Councillor Kgosientso Ramokgopa, held diplomatic engagements with Heads of Mission from Latin and South American countries to look at how the City can expand its relations with their cities. These engagements follow Councillor Ramokgopa's successful meeting with African ambassadors in April 2013.

According to the Department of Trade and Industry's position paper titled Increasing Trade with Latin America (2010: 6-7), South Africa remains a minor trading partner of the Latin

American region, accounting for just 0,2% of its world imports.

There are striking similarities between the Latin American countries and those in Southern Africa. They also face challenges such as poor infrastructure, inefficient allocation of production resources and a low capacity to generate new knowledge to strengthen innovation.

Tshwane is widely known as a home for research and innovation institutions. Cooperation between the City of Tshwane and Latin and South America could enhance the South-to-South relations that form an important pillar of South Africa's foreign policy on multilateralism.



Photo: Helenus Kruger

Member of the Mayoral Committee for Community Safety, Cllr Terence Mashego and the City Manager, Jason Ngobeni welcomes a delegation from the State of Kerala, India

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