

**EMALAHLENI**  
MUNICIPALITY



# **EMALAHLENI** **BUZZ** newsletter



## the Editorial

**T**his is the first edition of the internal newsletter, in this issue we will profile one employee per section up until all the employees know each other as far as their scope of operation is concerned, the expertise and the credence the employee is carrying.

When talking about the internal community we refer to the entire Council, Municipal management and the municipal work force at large.

This is one of the platforms where the internal public will interact and share their stories that can at the end of the day help as a motivational tool that can enhance the wellness of our employees and as such assist as a turn around strategy as it is said, “a happy worker is a productive worker”.

This new born still require a name this is just a soubriquet, suggestions are welcomed to you all so that at the end of the day this will be owned jointly not by individuals but by all of us.

Your views and concerns are welcomed in the growth of this newborn so that it meets your precise expectations. I am appealing to you all to support this initiative by submitting your letters, creative work, success stories and many more so that our newsletter can become one the user friendly newsletters ever.

Email or drop your opinions to the Communications Office any time during working hours.

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*Till we meet again*

*Lt*



# Message from the Municipal Manager.....

Mr N.J. Kwepile

As a Municipality we have reached another milestone in communication. This first edition of our internal newsletter should serve as a catalyst for all stakeholders to communicate with one another and not against each other. In our Municipal environment which is vastly scattered we need all forms of communications which will inform, educate and empower the Council and Administration. Sharing of knowledge especially on matters that are related to Integrated Development Plan, Budget and Service Delivery Budget Implementation Plan becomes paramount in this year of accelerating service delivery to the people.

Municipalities are expected to implement a variety of Millennium Development Goals that were set by the global village in Nasrec about 7 years ago. Through understanding of these goals it is paramount as Municipal workers to be foot soldiers in implementing these goals.

I hope that this first edition will live to its expectation of being informative, educating and enjoyable. NANTSO

# One on One with ELM Speaker.....

## Councillor Dumisa Kalolo

Speaker of Emalahleni Local Municipality Council.

### *Tell us briefly about yourself*

I became politically aware in the late 80's while I was in high school it was due to the fact that I grew up in the Southern Cape as my father was working in Mossel Bay. At the same time there was this gentleman who was older than me who was studying in Unitra, he as well introduced me into politics with a book titled "Bantu Stands Pillars of Apartheid". That he told me not to be seen reading it if I don't want to be jailed.

In 1987 I went to Johannesburg where I became involved with the trade union NEHAWU as I was working for one of the hospitals in Gauteng. I formally joined the African National Congress in 1990 while I was staying in Mandela squatter camp. I served as the Chairperson of the Qoqodala Sub-region from 1997-1999. In 2005-2009 I was elected as the Chairperson of Emalahleni Sub-region up until August 2009 when I was elected to the Regional Executive Committee.

### *As the Speaker what can you say to the people out there who know nothing about the municipal affairs?*

People must first understand that local government is the last born of the three spheres of government. From the period 1993/99 it was a transitional period that therefore means there is a lot that still need to be done in setting up government structures i.e structures that are there in other levels with the relevant legislation as the guiding machinery in implementation but at the local level are silent. There are noticeable strides that are taken in ensuring that people are in a better position in understanding government affairs in the form of the introduction of the Public Participation section.

### *Briefly tell us about your job*

Is to ensure that Council function by making sure that Council meetings are convened and that Standing Committees seat. Ensure that procedures are adhered to all the time, champion public participation as I'm obliged to ensure that people are informed of the programmes/activities taking place in our area. And that the Councilors welfare in the form of capacity building and other activities are taken care of.

### *How do you view the cohesion that is prevailing on the council even when dealing with the burning issues?*

Key to cohesion is to be principled so that even if you can take drastic actions towards anyone that can be



viewed as being drastic on a fair manner. When working with people you need to treat them equally. The openness when dealing with the opposition is crucial so that they cannot feel like they are marginalized. And lastly the relationship between the Mayor, Speaker and the Chief Whip also play a role in ensuring good working relations in a municipal setting.

### *What are you passionate about?*

To preserve South Africa as a beacon of hope for Africa. My family and my religion.

### *What makes your blood boil?*

When people are treated based on the category/class they are known to belong. When people are not treated equally.

### *Do you have any philosophy that you believe in?*

Yes of course, "Be part of a society you live in".

### *Any word of advice to the youth ?*

The youth must seize the opportunity as which came with the new dispensation, as I believe that is the only way they can honour those who fought for this democracy.

### *How do you like to be remembered?*

As a person who really played his role in collective endeavour to better the lives of our communities.

### *In the next 5 years where do you see this municipality?*

Starting to reap fruits/rewards of the potential that we have i.e natural resources, water and agricultural productive land. To be really a peoples centre of development.

### *Your personal motto*

I believe that "God knows all", you might be judged differently by man in such a way that some might be accurate and some erroneous but your creator know you exceptionally well.



## *In Touch with .....*

**Mr Luyanda Nkosiaphantsi**

Mr Luyanda Nkosiaphantsi the Skills Development Facilitator for Emalahleni Municipality started his service with Emalahleni local municipality on the 2nd July 2009 assuming a challenging job in ensuring that among other things the Councillors, Management and the entire workforce of Emalahleni Local Municipality and ward committees are capacitated.

### *Tell us briefly about yourself*

I am Simon Luyanda Nkosiaphantsi; I started pursuing my carrier at Walter Sisulu University of Technology and Science and obtained a National Diploma in Human Resources Management in 2007. I worked as an Intern at Alfred Nzo District Municipality for one and a half years.

### *Briefly tell us about your job*

My job entails among other things Human Resources Development in the form of Capacity Building of Councillors, Management, employees, ward committees and also the Community of Emalahleni (through Study Assistance, Skills Programmes, Learnership Programmes, Internship Programmes, as well as Apprenticeship Programmes), and it also involves Employment Equity.

### *Checking to the mandate of your section what values do you think you can add to the institution?*

I think this section is one of the vital sections to the Municipality like for instance by linking training and development to the IDP Objectives will enable the Municipality to render quality services to its community, because if employees are well trained and developed they will be prepared to produce quality services.

### *Are there any skills gaps that you already identified?*

Yes; there are skills gaps, and for these gaps to be filled

we need to analyze those skills gaps through Skills Audits in order to develop Personal Development Plans for each employee. Skills Audits as well as Integrated Development Planning inform the Workplace Skills Plan that guide the Municipality to what training it has to conduct what are linked to the IDP Objectives.

### *What do you regard as the correct skills mix in a municipal environment?*

Capacitating employees to be qualified and have experience in all levels relevant to their departments. This leads to the performance of the institution as expected whereby everyone work towards achieving his key performance areas.

### *In 5 years to come where do you see this municipality regarding capacity building?*

I would love to see this Municipality as an organization that produces high quality workforce through capacity building. If the Retention Strategy can be taken into consideration when planning for the skills development of employees that would encourage the workforce, it would also mean that the Municipality is planning for the future of its workforce.

### *What are you passionate about?*

I like my job since good work will determine my success in the workplace environment.

### *What makes your blood boil?*

There are instances whereby you identify a Skills Gap but when you are requesting to send people to training, it is disputed by superiors although that is my key performance area and someone's key performance area. The other issue is the sending to training of employees but before the end of the training period people dropout and others do not take training serious, they regard it as a moment of leisure and fail.



## *One on One with ..... Miss Nomvuyo Qondela*



Miss Nomvuyo Qondela the Free Basic Services Coordinator. She joined the municipality in December 2009 assuming a role of ensuring that a policy on Free Basic Services is effectively implemented to assist the needy people to benefit on free basic services and to access services as promised.

### *Briefly tell us about yourself*

I am a 25 year old woman, born in Dordrecht. I passed grade 12 in 2002 at Jape in Johannesburg, completed a Diploma in Project Management with Boston Business College. I am a loving and caring person who is not afraid of going heads on with any life challenges.

### *Tell us briefly about your job*

Free Basic Services deals with people who are in need, those who cannot afford to pay municipal services. We identify them according to their source and level of income using what is popular known as the means test. Our policy states that if you earn R0-R2100 you qualify for free basic services.

### *How can you measure the municipal strides in free basic services?*

Checking to the number of beneficiaries I can safely say 60%.

### *What do you view as the causative effect of having many people benefiting to your programme?*

Poverty, scarcity of job opportunities and lack of education to mention but few.

### *What makes your blood boil?*

Gossip and someone not trustworthy.

### *Where do you see this municipality in five years to come?*

This municipal by then will be in a position to create more jobs and projects so that people that are at the moment benefiting to FBS are in a position to be independent.

### *How do you want to be remembered?*

For my work well done and as someone who is always caring a smile while giving services to my clients.

### *If you can be the Municipal Manager for a day what can you do?*

I can remove the Hawkers stands as they damage the image of this municipality in all the three towns but Lady Frere is the worst of them all. And also I can safeguard my area of stray animals by making a good example with the ones that are already moving as they please without care from their owners. I can teach them good farming tactics by cleaning my towns while they are crying fowl play as there are buy laws regarding to farming that explicitly define how and where to practice farming.

## **Creativity**

**Quote of the month: “Any fact facing us is not as important as our attitude toward it, for that determines our success or failure” - Norman Vincent Peale**



## Emalahleni Employees in Uniform



Emalahleni Municipal employees introduced a uniform to be worn from Monday-Thursday. This was welcomed with mixed feeling some employees claiming that this is not good for them as it will make the work place milieu look like a school scene.

Those that introduced the uniform argue that their move was based on the fact that in uniform they can be easily identify by customers as Emalahleni Municipal employees, as there are Councillors that are always available at the municipal offices.

This we view can make life easy for the employees as well in terms of wasting their clothes that they can proudly wear on certain occasions while off duty.

The uniform can as well assist in addressing the impediment of classes that seem to dominate the workplace environment everywhere and if addressed definitely it will help those that are forced by the situation to use a lot of money in trying to meet the demands as presented by the environment.

The Municipal Manager for Emalahleni Mr Nkosinathi Kwepile commended the employees who introduced the uniform. He said as the management we have noticed it and we are fully behind this idea in such a way that as soon as all the employees are involved in this programme we will make means to buy the uniform for the staff, but that will happen only when all the employees speak with the same tone.

*The colours for both males and females at the moment are:*

- Black and White - Monday**
- Navy and Pink - Tuesday**
- Black and Green - Wednesday**
- Navy and Blue - Thursday.**

## Farewell we will miss you

*Frederica wearing beads presented to her as a token of gratitude*

Emalahleni Local Municipality IPED employees and employees from other sections held tears when they had to part ways with the Young German Professional, Frederica who was in South Africa based at Emalahleni on a one year non-renewable contract. She assisted with the research on the suitability of the land for ploughing purposes, which helped the upcoming agricultural farmers.

Councillor Nolitha Lali, Mayor of Emalahleni Local Municipality said, "We were tempted to say stay long with us but due to the fact that we cannot change the rule which said your programme is a year contract. We will miss you as you have done us well."

After speakers had spoken at her sending off ceremony, Frederica said "I have learned a lot as my work experience begins here at Emalahleni".



## *In Touch with .....* **Ms Nondumiso Mbanxa**



**Ms Nondumiso Mbanxa Customer Care Practitioner is attached to water services section responsible for this so important service delivery aspect. She joined the municipality on the third month of 2010.**

### *Briefly tell us about yourself?*

In 1999-2001 studied at the former Eastern Cape Technikon doing a diploma in Public Management majoring in Local Government Management and Public Financial Management. In 2006-2007 I enrolled with Unisa doing a Btech in Public Management and currently I am doing my Masters in Public Administration with the Nelson Mandela Metropolitan University.

In 2004-2006 I worked for Ngcobo Local Municipality as a Secretary to the Engineering Department, same year in 2006-2008 I moved to Intsika Yethu Local Municipality doing the same job to the same directorate. From 2008- 2010 I worked for the Department of Social Development as the Community Development Practitioner.

### *What does your job entail?*

It is a section which deals with the complaints of the clients. It ensures public participation. Responsible for the educational awareness to the public. Ensure that the Water Sector plan is linked with the IDP of the local municipality. Ensure that there are good working relations between the consumers and the municipality. Observing the implementation of Batho Pele Charter to the society. Responsible for water resources management. To ensure that water quality standards are maintained.

### *In your own opinion what is Customer Care?*

It is about managing the working relations with all your clients in an institution whether they are internal or external.

### *What is the mandate of your department?*

It is to ensure that the department is complying with the constitutional mandate of a local sphere of government in ensuring that the society has quality drinking water.

### *What measures do you think can change the negative perception by our clients?*

The first step will be to redress by building good relations in ensuring that what ever goes wrong is addressed and service standard are maintained. To keep a close contact with the clients so as to keep them informed of all our processes.

### *If you can be the mayor for a day what can be your starting point?*

Ensure that I visit my area and evaluate the status of service delivery

### *What do you view as good customer care ethics?*

To treat everybody equally, not to have favours. To refer your client to the relevant section whenever you feel like a client is looking for something that is not in your scope of work.

### *What are you passionate about?*

To ensure that when someone came to me leaves satisfied as I always think strategically.

### *What keeps you do what you do best?*

Working with people is my pillar of strength as they are motivational as I can be able to understand the attitudes.

### *What makes your blood boil?*

When someone doesn't understand my point and don't want to accept my views.





## Emalahleni Local Municipality Netball and Soccer Teams

*Emalahleni Local Municipality netball and soccer teams on a friendly game at Intsika Yethu Local Municipality.*

This is part of a broader employee wellness programme where employees are required to embark on a variety of activities including sport i.e. Netball, Soccer, Athletics, Music, Acting and other infotainment programmes to mention but few to make the workplace conducive for the employees survival.



## CUSTOMER CARE

As the Municipality what are our clients/customers. We have got two types of clients the internal and the external clients.

Internal clients are clients that are at the same time workers of the municipality if for example someone from finance went to human resource for assistance, be it to give a service to a client or for his own benefit.

External clients are people from outside that are coming to access services that are offered by the institution maintaining the set standards.

### *What are good customer ethics?*

Good customer care derive from the point that as you are at the service point today giving someone a service the next minute you will be a client waiting for a service. It simply means do unto others as you would like it to be done unto you if you are to

be on the other side of the desk/counter. Put yourself into the shoes of your client.

### *What went wrong now that customers are taken for granted?*

Forgetting where your bread comes from, not appreciating the reason for your employment. Failing first to polish your interpersonal relations that will then help you to handle the next person with civility. Not considering the notion which says charity begins at home, at first you need to practice good customer care with your colleagues, your subordinates, superiors and any one working in your organization.

**Batho Pele Principles the best tool that can guide one to be the best service source that can revive the confidence of your clients in you as an individual and automatically your institution and the entire workforce.**