

Priority Area	Strategic Objective	Strategy	Key Performance Indicator	Baseline Indicator 2016/2017	Outcome Indicator	Budget Allocation	Funding Source	Indicator Code	Annual Target 2017/2018	Quarter	Target Per Quarter	Portfolio of evidence annual	Custodian
Communication	31 - To ensure fully functional systems of internal and external communication by June 2018	Implementation of Communication Strategy	31.1 - Number of Communication Strategies implemented and reviewed	Approved Communication and Strategy	3. KPA 3. GOOD GOVERNANCE AND PUBLIC PARTICIPATION Informed Citizenry	R 650 000	Opex	3_31_31.1_P069	P069 - 1 Communication Strategy implemented and reviewed by 30 June 2018	1	Communication Strategy Implemented	Quarterly reports on implementation of Communication Strategy	Municipal Manager's Office
										2	Communication Strategy Implemented		
										3	Communication Strategy Implemented		
										4	Communication Strategy Implemented		
Customer Care	32 - To improve Customer Care Management within Emalahleni by June 2018	Implementation of Customer Care Strategy	32.1 - Number of Customer Care Strategy Programmes Implemented	Approved Customer Care Strategy	Improved Customer Care Service	R 150 000	Opex	3_32_32.1_P070	P070 - 5 Customer Care Strategy Programmes Implemented by 30 June 2018 (Resolution of Customer Complaints; Presidential Hotline, Customer Care Committee Meetings, Name Badges, Customer Satisfaction Survey)	1	Customer Care Committee Established, Distribution of Name Badges facilitated, Emalahleni Customer Care Complaints Resolved, Presidential Hotline Complaints Resolved	Quarterly Reports on Implementation of Customer Care Strategy Programmes	Municipal Manager's Office
										2	Customer Satisfaction Survey Facilitated, Emalahleni Customer Care Complaints Resolved, Presidential Hotline Complaints Resolved, Customer Care Committee Meeting convened.		
										3	Customer Satisfaction Report developed and presented to Council Structures, Emalahleni Customer Care Complaints Resolved, Presidential Hotline Complaints Resolved, Customer Care Committee Meeting convened.		
										4	Customer Satisfaction Report developed and presented to Council Structures, Emalahleni Customer Care Complaints Resolved, Presidential Hotline Complaints Resolved, Customer Care Committee Meeting convened.		
Community Participation	33 - To improve community participation in the affairs of the municipality by June 2018	Implementation of public participation strategy	33.1 - Number of Public Participation Strategies Implemented	Approved Public Participation Strategy	Reduction of deaths at Initiation Schools	R 400 000	Opex	3_33_33.1_P071	P071 - 1 Public Participation Strategy Implemented by 30 June 2018	1	Public Participation Strategy Implemented	Quarterly Reports on Implementation of Public Participation Strategy	Municipal Manager's Office
										2	Public Participation Strategy Implemented		
										3	Public Participation Strategy Implemented		
										4	Public Participation Strategy Implemented		
			33.2 - Number of Initiation Forum Meetings conducted	Established Local Initiation Forum	Reduction of deaths at Initiation Schools	R 0	Opex	3_33_33.2_P072	P072 - 4 Initiation Forum Meetings conducted by 30 June 2018	1	Initiation Forum meeting conducted	Quarterly reports on Initiation Forum Meetings conducted	Municipal Manager's Office
									2	Initiation Forum meeting conducted			
									3	Initiation Forum meeting conducted			
									4	Initiation Forum meeting conducted			