



# GOVERNANCE BY THE PEOPLE FOR THE PEOPLE

OUR WARD BASED - TOWN / CITY STRATEGY FOR Service Delivery is BASED  
ON OUR DEMOCRATIC DEVELOPED CONSTITUTION;

## LEGISLATION

CONSTITUTION OF THE REPUBLIC OF SOUTH  
AFRICA, 1996

## *THE*

## *BATHO PELE PRINCIPLES*

LOCAL GOVERNMENT: MUNICIPAL SYSTEMS  
ACT (ACT 32 OF 2000) AND ITS REGULATIONS  
(2001)

**PLUS**

**INTEGRATED PERFORMANCE MANAGEMENT of**  
**LOCAL GOVERNMENT**  
**& OTHER POLICIES**

**OUR CHALLENGES TODAY**

Some municipalities tend to focus **only** on the **IDP** and the **Finance** (Treasury) and **tend to totally ignore the Performance Management principles**. ( *Politicians do not want to be measured* )

This **culminates in ineffective** service delivery that **eventually leads to *frustration* and *riots***. The **frustration** of the people is that they feel as if their **voices to participate in decision making are not heard**, concerning their own communities that have been taken away from them.

**Because of this gross misconception**, it has unfortunately been confirmed through **deliberate illegal** actions taken by municipalities and local government departments by not enforcing the implementation of Performance Management Acts as prescribed by the relevant Acts and its Regulations.

***What do you, (the taxpayer) know about Community Participation and the Municipal Systems Act (law)?***

The situation currently in some municipalities are that they only **comply on face value with the prescriptions of the law**, but in essence totally disregard the intentions of the Acts and its Regulations pertaining to **Performance Management**.

*Even in The Good Book in Acts 4; in the city the believers shared everything in common, they prayed together, broke bread from house to house and no one was in any need . . .? or “there was no lack” ... no poverty??? It is written; “They will always be with us”.*

## **How to rectify most of the service delivery issues?**

**WE STRONGLY ENCOURAGE the COMMUNITIES' INVOLVEMENT THROUGH taking ownership of WARDS as proud citizens and members of their communities.**

**Activate the Public Private Partnerships and ensure their participation in service delivery projects will be enabling;**

### **THE MANAGEMENT OF MUNICIPAL PERFORMANCE**

**THE ESTABLISHMENT AND CAPACITATION OF EFFECTIVE PERFORMANCE MANAGEMENT SYSTEMS IN MUNICIPALITIES, AS WELL AS THE ESTABLISHMENT AND CAPACITATION OF DEDICATED NATIONAL, PROVINCIAL AND LOCAL MUNICIPAL OFFICIALS DEALING WITH MUNICIPAL ORGANISATIONAL PERFORMANCE MANAGEMENT IN MUNICIPALITIES.**

**SOME PROVINCES HAVE ESTABLISHED COMPONENTS DEALING WITH “MONITORING AND EVALUATION” BUT ARE IN LACK OF SPECIFIC AND EXPERT UNITS IN DEALING WITH MUNICIPAL ORGANISATIONAL PERFORMANCE MANAGEMENT IN THEIR MUNICIPALITIES.**

**THESE UNITS NEEDS TO WORK CLOSELY WITH THE IDP AND MUNICIPAL FINANCE UNITS IN ORDER TO ADDRESS ALL RECTIFICATIONS TO ALL SERVICE DELIVERY CHALLENGES BY EXPERT (TRAINED EMPLOYEES) OVERSEEING AND ADDRESSING EVERY CHALLENGE IN MUNICIPALITIES.**

### **WHY THE NEED TO MEASURE PERFORMANCE?**

**Because:**

1. What gets measured, gets done
2. If you don't measure results, you can't differentiate between success and failure
3. If you can't see tangible success, you can't reward it
4. If you can't reward success, you're probably rewarding failure
5. If you can't see success, you can't learn from it

6. If you can't recognize failure, you can't correct it
7. If you can demonstrate results, you can win public support. Osborne L. Gaebler, 1992

***PROBLEM ! Some municipalities do not want to implement ‘monitoring and evaluation’ as measured by specific and expert units in the community, that may consists of neutral (non-political) outsiders.***

***Therefore, they do not invite you, as a member of your community to participate even though the Act indicates differently (or otherwise). As a CITIZEN and TAXPAYER of the (your) TOWN or CITY, by LAW you have the RIGHT to know this and CAN insist to be part of it!***

## **BATHO PRINCIPLES**

### **Consultation**

Citizens should be consulted regarding the level and quality of public services they receive and wherever possible, should be given a choice about the services that are offered.

### **Access**

All citizens are entitled to equal access to all municipal services

### **Information**

Citizens are entitled to complete and accurate information concerning all public services that they pay for by means of taxes

### **REDRESS**

When the promised standard of service is not delivered, an apology and full explanation should be offered to citizens, followed by a speedy and effective remedy.

Should complaints be made, citizens should expect to receive a sympathetic, positive and professional response.

Quarterly Reports is essential to every ward.

## Value for Money

Public services should be rendered efficiently and provided for economically in order to give citizens the best possible value for money.

### ***WHAT ACTION NEEDS TO BE TAKEN?***

- A. Public service delivery problems are on the edge of collapse in most municipalities today therefore urgent action needs to be taken.
- B. The information in this document is common knowledge but needs urgently to be shared with every community.
- C. To resolve the problems towards lack of community participation, there first need to be a change of heart by citizens to *want to*, with pride, care for their wards. There, in the place where they live out their day to day lives.
- D. The *desire* for the change of heart and *call* for involvement should best come from them; *they are the ones that need to want to, request an information session* for their own, close community circle and ward in order to receive and apply for the necessary information.
- E. To also ensure that they participate in legal ward committee elections as soon as possible in order for mobilization and training to begin. To implement and secure quality and sustainable development of community leadership as it is formed as a collective with the local ward councillor.
- F. Our additional community governance strategy is to have a non-political structure as disclosed in the CCCA documentation.
- G. The Act allows and supports the Public Private Partnerships with municipalities as well as allowing and supporting our proposal.

H. Therefore, our proposal will be implemented in all community service delivery and development projects, by utilising the tender process for inclusion of the Co-Operative Workers Platform as determined by The Municipal Systems Act.

**To arrange such an information session, contact the CCCA Founder /**

**Administrator at; [ccc.careholder@gmail.com](mailto:ccc.careholder@gmail.com) or**

**contact Louis Gerber at cell no 063 748 9918.**

## **The Way Forward**

We start with at least 10 x C3 Family Chests per WARD to build trust and relationships with families that are in a position to start a Community Task Team who will then create the Collective Community Collaboration Platform. In turn these Circles of Services will be activated as a community strategy for all participants in business, community policing forums, ecclesiastic networks and local government for collective governance.

**A “GOVERNANCE BY THE PEOPLE FOR THE PEOPLE” presentation takes place within a town or a city by one of our CCCA Ambassador soon after 10 Family Chests were formed and registered in a ward.**

