!Kheis
Munisipaliteit
Municipality

ANNUAL PERFORMANCE REPORT

2025/2026

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Table of contents

10. INTRODUCTION

This Annual Performance Report is hereby submitted by !Kheis Local Municipality in terms of section 121 of the Municipal Finance Management Act, 56 of 2003 Municipal Systems Act, 32 of 2000, section 46(1) and (2), as well as the MFMA Circular 11 on annual reporting. The report reflects the performance information from 1 July 2025 to 30 June 2026 and focuses on the implementation of the Service Delivery Budget and Implementation Plan (SDBIP), in relation with the Integrated Development Plan (IDP).

1.3 Overview of Performance within the Organisation

Performance is the municipality's strategic focus to support the planning, monitoring, review and evaluation of pre-determined objectives. The management of performance is institutionalized through legislative and policy framework. Performance Management affords the municipality to measure attainment of pre-determined objectives, indicators and targets. The report will reflect all the National Key Performance Areas (NKPAs), Key Performance Indicators (KPIs) and Targets.

1.4 Legislative Requirements

Section 152 of the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996) referred to as the Constitution outlined the objects of Local Government paves the way the managing performance and accountability. Section 195(1) of the Constitution outlines the values and principles of public administration.

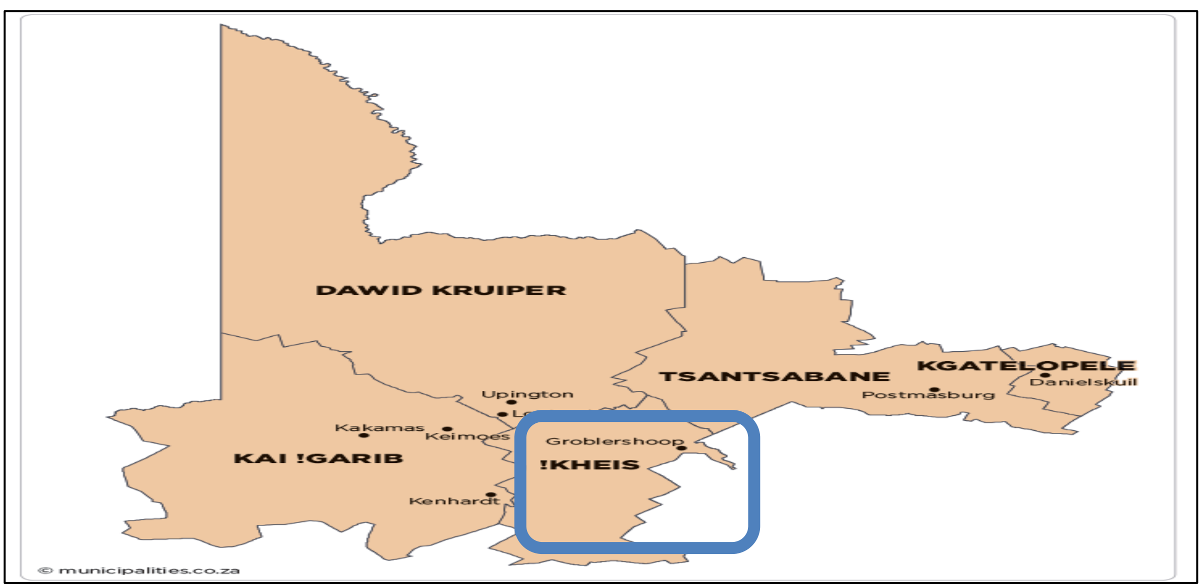
Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) referred to as the MSA requires the municipality to establish a performance management system. This report has been compiled in compliance with the requirements of section 46 (1) of the MSA. The Annual Performance Report (APR) forms an integral component of the Annual Report reflecting the performance of the municipality for the year under review, comparison and measures taken improve performance.

Local Government: Municipal Finance Management Act, 2003 (Act 56 of 2003) referred to as the MFMA requires the municipality to budget for service delivery imperatives, align the budget with the Integrated Development Plan (IDP) and implement both through the Service Delivery and Budget Implemented Plan (SDBIP).

11. MUNICIPAL OVERVIEW

!Kheis Local Municipality is classified as a Category B municipality (i.e. small towns and relatively small populations) and is responsible for basic service provision to the towns of Groblershoop, Boegoeberg, Opwag, Topline, Grootdrink and Wegdraai, as well as the surrounding farming communities.

The !Kheis Municipal Area was initially inhabited by the Khoi-San people, whom also had been the first permanent inhabitants of South Africa. The San, who lived a nomadic life, migrated through the area. The Korannas (Khoi group) arrived in the area during the 18th century. They were widely spread over the "Benede Oranje" area and consisted of various tribes, each with its own captain (leader). The groups who lived in the !Kheis area, was under leadership of Captain Willem Bostander and Klaas Springbok. Many of their descendants still live in the area today. Other Khoi-groups, such as the Griekwas, also migrated through the area and intermarried with the Korannas. Later Coloured stock farmers, as well as white hunters and farmers arrived.



12. PERFORMANCE MANAGEMENT OVERVIEW AND PROCESS

Strategic Performance demonstrates how well the municipality is meeting its objectives. To improve the performance planning, implementation, monitoring and reporting, the municipality reviewed the top layer indicators in April and June 2025 to ensure that the measurements align with the IDP and conforms to the SMART principles. This process led to the alignment of the SDBIP with the IDP and the budget.

This report highlights the strategic performance in terms of the SDBIP, and such performance which includes the KPIs prescribed by section 43 of the MSA and an overall summary of performance on municipal services.

3.1 Performance Process – Service Delivery and Budget Implementation Plan

The performance of the Municipality is evaluated by means of an SDBIP. The SDBIP was approved by the Mayor on **30 June 2025** and subsequently revised on **31 March 2026.** The IDP and budget were translated into measurable criteria on how, where and when the strategies, objectives and normal business process of the municipality are implemented. It also allocates responsibility to directorates to deliver the services in terms of the IDP and Budget.

The SDBIP provides the vital link between the mayor, council (oversight body) and the administration, and facilitates the process for holding management accountable for its performance. The SDBIP is a management, implementation and monitoring tool that will assist the mayor, councilors, municipal manager, senior managers and community. A properly formulated SDBIP will ensure that appropriate information is circulated internally and externally for purposes of monitoring the execution of the budget, performance of senior management and achievement of the strategic objectives set by council. It enables the municipal manager to monitor the performance of senior managers, the mayor to monitor the performance of the municipal manager, and for the community to monitor the performance of the municipality.

The SDBIP should therefore determine (and be consistent with) the performance agreements between the mayor and the municipal manager and the municipal manager and senior managers determined at the start of every financial year and approved by the mayor. It must also be consistent with outsourced service delivery agreements such as municipal entities, public-private partnerships, service contracts and the like.

3.2 Performance Management Framework

The municipality developed a Performance Management Framework as a guideline to manage organizational and individual performance. The framework guides the direction of understanding the management flow of performance processes and within the organization. The framework was approved by Council on **30 June 2025.** The framework was reviewed and approved by council of **30 October 2025.**

3.3 Actual Performance

The municipality uses a manual system on which the KPIs are monitored and evaluated on a quarterly basis. The system forms the basis of evaluation of senior managers' performance including that of the Acting Municipal Manager.

The KPI owners report on the actual performance against the pre-determined indicators and provide performance information. The performance information is maintained to support the actual performance. The performance information is audited for compliance and reliability. The reports cover the following:

- Actual results per indicator;
- In the event an indicator is not achieved, any reason for non-achievement; and
- Actions to be taken to improve such performance if not achieved.

3.3.1 Quarterly Reporting

The quarterly reports are duly signed by both the Mayor and the Municipal Manager (as prescribed by sections 52(d) and 72(1) of the MFMA) and subsequently submitted to Council.

The table below shows the reports' sign off dates:

Table 1: Report Sign-off dates

Reporting period	Sign off date
Quarter 1 (July 2025 – September 2025)	30 October 2025
Quarter 2 (October 2025 – December 2025)	27 January 2026
Quarter 3 (January 2026 – March 2026)	28 May 2026
Quarter 4 (April 2026 – June 2026)	29 July 2026

3.3.2 Performance Scorecard

The performance scorecard is used to measure the performance of each KPI. The scorecard uses three performance outcomes i.e., performance achieved beyond expectation, fully achieved and not achieved. The table below shows the legends used to indicate performance level of each indicator.

Table 2: Performance Level Legend

☺☺	Key Performance Indicator Achieved Above Expectations
☺	Key Performance Indicator Fully Achieved
☹	Key Performance Indicator NOT Achieved

3.3.3 Individual Performance – Senior Managers

The Acting Municipal Manager and Senior Managers signed performance agreements for the 2025/26 Financial Year in August 2025. Agreements are line with section 57 of the MSA and the Local Government: Regulations for Municipal Managers and Managers Directly Accountable to the Municipal Manager (Regulation 805) referred to as Regulations for Senior Managers' Performance Management.

3.3.4 Individual Performance – Line Managers

Not all Line Managers signed performance agreements for the 2025/26 Financial Year in line with section 67 of the MSA and the Local Government: Municipal Staff Regulations (Regulation 890) referred to as Staff Regulations due the restructuring of Organizational structure for 2025/26 and also reviewing of job descriptions for line managers.

13. NATIONAL KEY PERFORMANCE AREAS

The Local Government: Municipal Planning and Performance Management Regulation (Regulation 796) requires implementation of General Key Performance Indicators by the municipality. The General KPIs are linked to the Basic Service Delivery, Municipal Financial Viability and Management as well Municipal Transformation and Institutional Development NKPAs. The tables below depict the municipality's performance on the above NKPAs.

4.1 NKPA: Basic Service Delivery

Table 3: Basic Service Deliveryy

KPIs	2024/25	2025/26
Number of single residential properties provided with basic level of water by 30 June 2026	1996	2279
The provision of water refers to piped water inside dwelling, piped water inside yard (but not in dwelling) and the usage of public tap (within 200m from dwelling) and other water supply (within 200m).		
Number of single residential properties provided with access to sewer connections by 30 June 2026	2461	2057
The provision of sanitation/sewerage refer to flush toilet(connected to sewerage system), flush toilet (with septic tank), UDS, pit toilets(not ventilated) and Other toilet provisions (above min. service level)		
Number of single residential properties provided with access to basic level of Refuse Removal by 30 June 2026	2621	2419
Solid Waste: (minimum level) _Removal at least once a week, Solid Waste: (below minimum level) Removed less frequently than once a week, Using communal refuse dump, Using own refuse dump, Other rubbish disposal, No rubbish disposal		
Number of indigent households provided with free electricity (50kw) by 30 June 2026	366	724
This indicator relates to the Pre-Paid Electricity Tariff Electrification Housing Scheme (Limited to 20A) limited to 400kWh and first 50kWh free – Local Government. Local Government: Municipal Planning and Performance Management Regulations, 2001: Regulation 10 (b) General key performance indicators		
Number of indigent households provided with free water (6KL) by 30 June 2026	366	724
This indicator relates to the free water for indigent households Local Government: Municipal Planning and Performance Management Regulations, 2001: Regulation 10 (b) General key performance indicators		
Number of indigent households provided with free sanitation (6KL) by 30 June 2026	366	724
This indicator relates to the free sanitation for indigent households Local Government: Municipal Planning and Performance Management Regulations, 2001: Regulation 10 (b) General key performance indicators		

Number of indigent households provided with free refuse removal by 30 June 2026	366	724
This indicator relates to the free refuse collection for indigent households. Local Government:Municipal Planning and Performance Management Regulations, 2001: Regulation 10 (b) General key performance indicators		

4.2 NKPA: Municipal Financial Viability and Management

Table 4: Municipal Financial Viability and Management

KPIs	2024/25	2025/26
Financial viability as expressed by the following ratio: Debt Coverage	0	0
The ratio measures the ability to cover debt service payments with own revenue to aid in determining the financial viability of the Municipality (SA8) - Local Government: Municipal Planning and Performance Management Regulations, 2001: Regulation 10 (g) General key performance indicators.		
Financial viability as expressed by the following ratio: Cost Coverage (excluding unspent conditional grants)	0	0
To calculate the ability to cover fixed cost with available cash to aid in determining the financial viability of the Municipality (SA8) - Local Government: Municipal Planning and Performance Management Regulations, 2001: Regulation 10 (g) General key performance indicators		
Financial viability as expressed by the following ratio: Outstanding Service Debtors to Revenue	0	0
To calculate the ratio of service debtor to service revenue to aid in determining the financial viability of the Municipality (SA8) - Local Government: Municipal Planning and Performance Management Regulations, 2001: Regulation 10 (g) General key performance indicators.		
Percentage of municipal Capital Budget Expenditure spent on projects by 30 June 2026	0%	48%
Capital budget expenditure refers to conditional grants allocated specifically for infrastructure projects of the municipality.		

4.3 NKPA: Municipal Transformation and Institutional Development

Table 4: Municipal Financial Viability and Management

KPIs	2024/25	2025/26
Percentage budget spent on implementation of the Workplace Skills Plan by 30 June 2026	0.27%	0%
Percentage budget spent on implementation of the Workplace Skills Plan (WSP) is a financial key performance indicator (KPI) used by human resource departments and broad-based black economic empowerment (B-BBEE) auditors. It measures the proportion of an organization's allocated training funds that were actually utilized to carry out the workforce training initiatives outlined in its Workplace Skills Plan (WSP) over a specific financial year.		

4.4 NKPA: Local Economic Development

Table 5: Local Economic Development

KPIs	2024/25	2025/26
Number of jobs created through MIG Projects by 30 June 2026	91	0
This indicator refers to jobs created through the implementation of MIG projects in the municipality.		

14. SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN

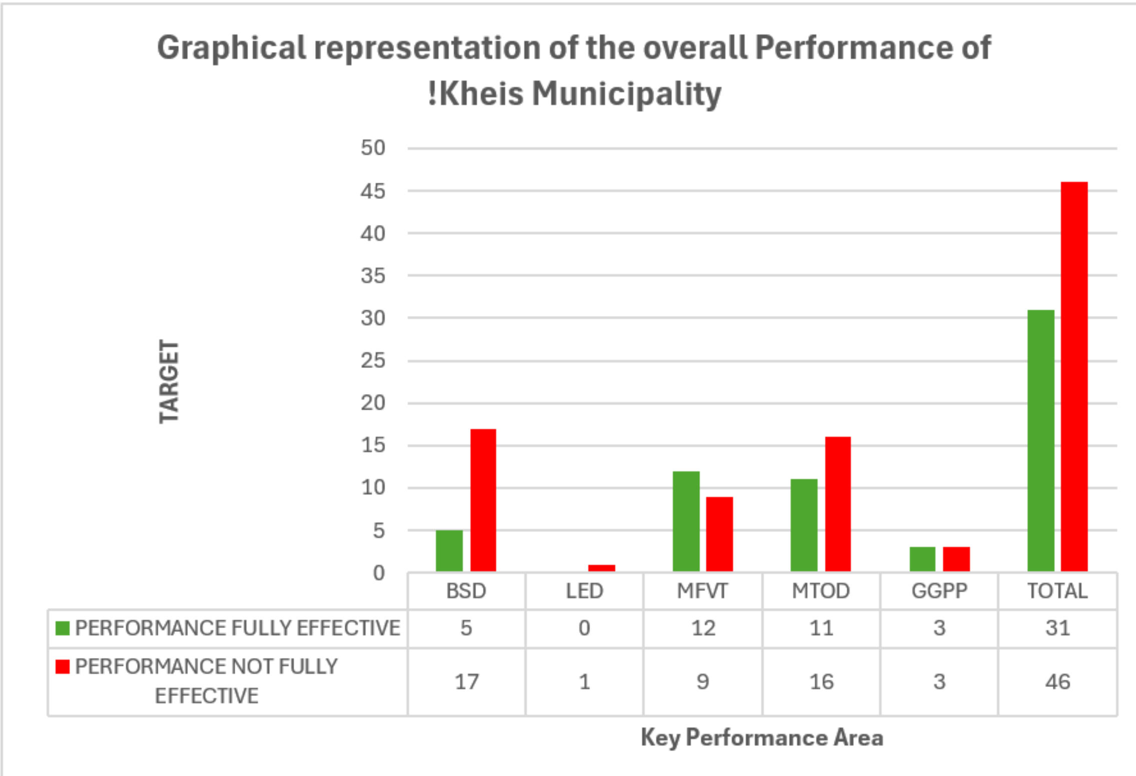
The paragraphs below demonstrate the outcome of performance per NKPA. Table 6 below, illustrates the criteria employed to measure/ assess actual performance against the set KPIs and Targets of the SDBIP:

Table 6: KPI Assessment Matrix

☺☺	Key Performance Indicator Achieved Above Expectations
☺	Key Performance Indicator Fully Achieved
☹	Key Performance Indicator NOT Achieved

The graph below illustrates the overall performance per NKPA in !Kheis Local Municipality for the 2025/26 Financial Year. The NKPAs are as follows:

Figure 1: Overall Performance



15. ACTUAL PERFORMANCE AGAINST THE SERVICE DELIVERY AND BUDGET IMPLEMENTATION

6.1 Basic Services Delivery

Ref	Pre-determined objectives	KPI Title	Unit of Measurement	2024/25 Performance	Q1	Q2	Q3	Q4	Overall Performance for 2025/26		
					Actual	Actual	Actual	Actual	Target	Actual	Outcome
KPI 20	SO 1. To improve and maintain current basic service delivery through specific infrastructural development projects	Percentage of the MIG grant actually spent on Upgrading of Gariep Water treatment Works by 30 June 2026	Percentage of progress of the Project by 30 June 2026	0%	0%	38%	N/A	N/A	**100%**	38%	**PERFORMANCE NOT FULLY EFFECTIVE**
KPI 21	SO 1. To improve and maintain current basic service delivery through specific infrastructural development projects	Percentage of the MIG grant actually spent on Upgrading of Opwag Water treatment Works by 30 June 2026	Percentage of progress of the Project by 30 June 2026	0%	0%	0%	N/A	N/A	**33%**	0%	**PERFORMANCE NOT FULLY EFFECTIVE**
KPI 22	SO 1. To improve and maintain current basic service delivery through specific infrastructural development projects	Percentage of the MIG grant actually spent on Construction of sewer reticulation, pump station and rising main to oxidation points in Wegdraai by 30 June 2026	Percentage of progress of the Project completed by 30 June 2026	0%	N/A	N/A	N/A	N/A	**100%**	28%	**PERFORMANCE NOT FULLY EFFECTIVE**
KPI 23	SO 1. To improve and maintain current basic service delivery through specific infrastructural development projects	Percentage of the MIG grant actually spent on Upgrading of Topline Water treatment Works by 30 June 2026	Percentage of progress of the Project completed by 30 June 2026	New indicator	N/A	N/A	13%	13%	**100%**	66.62%	**PERFORMANCE NOT FULLY EFFECTIVE**
KPI 24	SO 1. To improve and maintain current basic service delivery through specific	Number of single residential properties provided with basic level	Number of residential properties targeted to provide access to Water	0	N/A	N/A	N/A	0	**20**	0	**PERFORMANCE NOT FULLY EFFECTIVE**

	infrastructural development projects	of Water by 30 June 2026									
KPI 25	SO 1. To improve and maintain current basic service delivery through specific infrastructural development projects	Number of single residential properties provided with access to sewer connections by 30 June 2026	Number of residential properties provided with access to sewer connection	0	62	64	0	29	**546**	155	☹ PERFORMANCE NOT FULLY EFFECTIVE
KPI 26	SO 1. To improve and maintain current basic service delivery through specific infrastructural development projects	Number of single residential properties(in all wards) provided with access to basic level of Refuse Removal by 30 June 2026	Number of residential properties that do not access refuse removal	5192	0	1298	0	143	**250**	143	☹ PERFORMANCE NOT FULLY EFFECTIVE
KPI 27	SO3. To create an enabling environment for social development and economic growth	Number of job opportunities created through MIG capital projects by 30 June 2026	Number of jobs created through MIG capital grants	91	0	0	N/A	N/A	**60**	0	☹ PERFORMANCE NOT FULLY EFFECTIVE
KPI 28	SO 1. To improve and maintain current basic service delivery through specific infrastructural development projects	Number of Water Quality Samples submitted for testing by 30 June 2026	Number of Water Quality samples		6	3	5	6	**24**	19	☹ PERFORMANCE NOT FULLY EFFECTIVE
KPI 29	SO 1. To improve and maintain current basic service delivery through specific infrastructural development projects	Number of Fleet Management reports submitted to the Municipal Manager by 30 June 2026	Number of Fleet management reports by 30 June 2026	4	1	1	1	1	**4**	4	☺ PERFORMANCE FULLY EFFECTIVE
KPI 30	SO 1. To improve and maintain current basic service delivery through specific infrastructural development projects	Number of repairs and maintenance (pumps, pipes, vehicles and water networks) report submitted to the	Number of reports	12	3	3	3	3	**12**	12	☺ PERFORMANCE FULLY EFFECTIVE

		Municipal Manager by 30 June 2026									
KPI 30	SO 1. To improve and maintain current basic service delivery through specific infrastructural development projects	Percentage of repairs and maintenance cost on (water and sanitation pipe leaks, water meters mechanical and electrical works) reduced by 30 June 2026	Percentage of maintenance costs reduced	28.4%	0%	N/A	N/A	N/A	**7%**	0%	PERFORMANCE NOT FULLY EFFECTIVE
KPI 31	SO 1. To improve and maintain current basic service delivery through specific infrastructural development projects	Number of policies and plans reviewed and submitted to council	Approval of all technical related policies	4	N/A	N/A	N/A	4	**4**	4	PERFORMANCE FULLY EFFECTIVE
KPI 32	SO 1. To improve and maintain current basic service delivery through specific infrastructural development projects	Project register submitted to Coghsta by 30 June 2026	Date of submission to Coghsta	1	N/A	N/A	N/A	Document submitted	**Submission of new project register to Coghsta by 30 June 2026**	Document submitted	PERFORMANCE FULLY EFFECTIVE
KPI 33	SO 1. To improve and maintain current basic service delivery through specific infrastructural development projects	Project implementation Plan submitted to Coghsta by 30 June 2026	Date of submission to Coghsta	2	N/A	N/A	Draft project plan submitted to Cogsta by 31 March 2026	Final Document submitted	**Submission of Implementation plan to Coghsta by 30 June 2026**	Document submitted	PERFORMANCE FULLY EFFECTIVE
KPI 34	SO.1 To improve and maintain current basic service delivery through specific infrastructural development projects	Number of indigent households provided with free electricity (50kwh) by 30 June 2026	Number of indigent households provided with free electricity	366	561	676	707	724	**1500**	724	PERFORMANCE NOT FULLY EFFECTIVE

KPI 35	SO.1 To improve and maintain current basic service delivery through specific infrastructural development projects	Number of indigent households provided with free water (6KL) by 30 June 2026	Number of indigent households provided with free water	366	561	676	707	724	**1500**	724	PERFORMANCE NOT FULLY EFFECTIVE
KPI 36	SO.1 To improve and maintain current basic service delivery through specific infrastructural development projects	Number of indigent households provided with free sanitation by 30 June 2026	Number of indigent households provided with free saniation	366	561	676	707	724	**1500**	724	PERFORMANCE NOT FULLY EFFECTIVE
KPI 37	SO.1 To improve and maintain current basic service delivery through specific infrastructural development projects	Number of indigent households provided with free refuse removal by 30 June 2026	Number of indigent households provided with free refuse removal	366	561	676	707	724	**1500**	724	PERFORMANCE NOT FULLY EFFECTIVE
KPI 38	SO.1 To improve and maintain current basic service delivery through specific infrastructural development projects	Number of households billed monthly for water services by 30 June 2026	Number of households billed	1996	**7200**	5356	**2227**	**2227**	**5509**	2227	PERFORMANCE NOT FULLY EFFECTIVE
KPI 39	SO.1 To improve and maintain current basic service delivery through specific infrastructural development projects	Number of households billed monthly for provision of sewerage and sanitation through sucking services by 30 June 2026	Number of households billed	2461	**2419**	3012	**2585**	**2585**	**3360**	2585	PERFORMANCE NOT FULLY EFFECTIVE
KPI 40	SO.1 To improve and maintain current basic service delivery through specific infrastructural development projects	Number of households billed monthly for refuse collection services by 30 June 2026	Number of households billed	2621	**3169**	3272	2467	2467	**4415**	2467	PERFORMANCE NOT FULLY EFFECTIVE

Performance Comments	Based on the above performance outcomes, 5 targets were achieved and 17 targets were not achieved. The targets were not achieved because of: - Capital projects started late due to delay in SCM Process. It also head an impact in the execution of service delivery projects (water and sewer connections to residential households) - Bid committees place a significant role in the evaluation of received tenders and this delays the appointment of service providers. - Jobs were created but not in the targeted timeframe due to the delay in projects and as a result the target was not achieved. - Water quality reports was taken for all 12 months but not for sewer quality. - Process to register indigents are not always taking place due to poor cooperation between the municipality and the Police station. In some instances indigents complete the municipal forms but without the necessary documents required. Affidavits could only be issued/ written by an police officer, hence forms are incomplete and cannot be fully assessed. - There are also other factors that plays a role such as poor attendance at indigent application meetings due to seasonal work. **The number of formal single residential properties billed for:** - WATER - Target for billing house was based on the total consumers in the !Kheis Area and not on residential households. - REFUSE - NO Water in some of the residential areas so that why there is a difference in a variance - SANITATION – Breakage of sewer vehicle contributed to the target not being achieved.
Corrective Action	- Processes for capital projects should start 90 day before the new financial year. It will give the SCM Department time to handle all tender processed as regulated and it will also allow the Technical department to set targets that’s realistic and timebound. I will also assist with the Job creation opportunities on projects. - The bid evaluation committees capacity should be improved on regular trainings - Applications for services forms should be handled by finance but also escalated to the Technical department to ensure that they do these new connections and ensure services are rendered to new households. - Ward committees should assist the municipality with record keeping of new developments in wards. Some new house holds did receive municipal services this year but because of poor record keeping it could not be proved.

		- Water and waste water samples are taken on the same time for testing, as a result the Water management supervisor should ensure that proper samples are taken for testing for the next financial year. - To reach indigents the municipality should do the following: Door to door campaigning, Utilize ward committees more efficiently, Encourage Public Participation. Prior community participation process on registration with police for better verification of affidavits. - Upgrading of the bulk water supply is still in process then we can occupy the land. **The number of formal single residential properties billed for:** - WATER - No Water in some of the residential areas so that why there is a difference in a variance - SANITATION - The new areas had already been visited for creation of new accounts - REFUSE - The service delivery vehicles are receiving the necessary attention and some of the new areas had been included in the router for 2025/26 - Budget Funding Plan performance - The position of BTO official had been advertised and the reporting will receive the necessary attention

6.2 Municipal Financial Viability and Management

Ref	Pre-determined objectives	KPI Title	Unit of Measurement	2024/25 Performance	Q1	Q2	Q3	Q4	Overall Performance for 2025/26		
					Actual	Actual	Actual	Actual	Target	Actual	Outcome
KPI 41	SO.4 To strengthen the revenue base of the municipality	Number of monthly debtors' reconciliation reports submitted to the National Treasury by 30 June 2026	Number of debtors' reconciliation reports	12	3	3	3	3	**12**	12	☺ PERFORMANCE FULLY EFFECTIVE
KPI 42	SO.4 To strengthen the revenue base of the municipality	Percentage of monthly revenue collected by 30 June 2026	Percentage of revenue collected monthly	61.97	7%	26%	24%	21.99%	**35%**	21.99%	☹ PERFORMANCE NOT FULLY EFFECTIVE
KPI 43	SO.4 To strengthen the revenue base of the municipality	Number of monthly Conditional Grants Reporis (FMG,MIG,WSIG, LIBRARY,EPWP) submitted to Provincial and National Treasury by 30 June 2026	Number of Monthly Reports	New indicator	3	3	3	3	**12**	12	☺ PERFORMANCE FULLY EFFECTIVE
KPI 44	SO.4 To strengthen the revenue base of the municipality	Number of Finance Related Policies reviewed and submitted to council for approval by 30 June 2026	Number of policies submitted	21	N/A	N/A	N/A	24	**21**		☺ PERFORMANCE FULLY EFFECTIVE
KPI 45	SO.4 To strengthen the revenue base of the municipality	Annual submission of the Draft Budget to council by 31 March 2026	Date of submission of Draft Budget	Submission to council was 5 April 2025	N/A	N/A	Draft Budget submitted to council by 31 March 2026	N/A	**Draft Budget submitted to council by 31 March 2026**	Draft Budget was submitted to Council on 31 March 2026	☺ PERFORMANCE FULLY EFFECTIVE
KPI 46	SO.4 To strengthen the	Annual submission of the final budget to council by 31 May 2026	Date of submission of Final Budget	Submission to council was 27 May 2025	N/A	N/A	N/A	Final Budget submitted to	**Final Budget submitted annually to**	Final Budget was submitted	☺ PERFORMANCE FULLY EFFECTIVE

	revenue base of the municipality							Council by the 31 May 2026	**Council by the 31 May 2026**	to Council on the 30 May 2026	
KPI 47	SO.4 To strengthen the revenue base of the municipality	Compilation and submission of Budget Funding Plan performance by 30 June 2026	Number of reports	New indicator	0	0	0	0	4	0	☹ PERFORMANCE NOT FULLY EFFECTIVE
KPI 48	SO.4 To strengthen the revenue base of the municipality	Annual submission of the Adjustment budget to council by 28 February 2026	Date of submission of Adjustment Budget	Submission to council was 28 February 2025	N/A	N/A	Adjustment Budget submitted to council by 31 May 2026	N/A	**Adjustment Budget submitted annually to Council by the 31 May 2026**	Adjustment Budget was submitted to council on the 28 February 2026	☺ PERFORMANCE FULLY EFFECTIVE
KPI 49	SO.4 To strengthen the revenue base of the municipality	Number of monthly section 71 reports submitted to Mayor, provincial and national treasury within 10 working days after month end	Number of section 71 reports	11	3	3	3	2	**12**	12	☺ PERFORMANCE FULLY EFFECTIVE
KPI 50	SO.4 To strengthen the revenue base of the municipality	Annual submission of the Mid-year Budget Report (section 72) to the Mayor by 25 January 2026	Date of submission of the Mid-year Budget Report	Submission to council was 24 January 2025	N/A	N/A	Mid-year Budget report annually submitted to the Mayor by 25 January 2026	N/A	**Mid-year Budget report annually submitted to the Mayor by 25 January 2026**	Mid-year Budget report annually submitted to the Mayor on the 27 January 2026	☹ PERFORMANCE NOT FULLY EFFECTIVE
KPI 51	SO.4 To strengthen the revenue base of the municipality	Number of section 52 Reports submitted to the Mayor and Provincial Treasury by 30 June 2026	Number of section 52 reports	4	1	1	1	0	**4**	4	☺ PERFORMANCE FULLY EFFECTIVE

KPI 52	SO.4 To strengthen the revenue base of the municipality	Quarterly submission of Supply Chain Management reports submitted to the relevant stakeholders (Provincial and National Treasury) within 10 working days after each quarter by 30 June 2026	Date of submission	4 Reports was submitted	1	Submit Quarterly Supply Chain Management report	1	1	**Submit Quarterly Supply Chain Management reports to the relevant stakeholders within 10 working days after each quarter by 30 June 2026**	4 Quarterly SCM report was received.	PERFORMANCE FULLY EFFECTIVE
KPI 53	SO.4 To strengthen the revenue base of the municipality	Percentage of Unauthorised, Irregular, Fruitless, and Wasteful Expenditure reduced by 30 June 2026	Percentage of UIF &W Expenditure reduced	New Indicator	0%	0%	0%	0	**10%**	20%	PERFORMANCE FULLY EFFECTIVE
KPI 54	SO.4 To strengthen the revenue base of the municipality	Number of Deviation Reports submitted monthly to Provincial Treasury by 30 June 2026	Number of Deviation Reports	New Indicator	3	3	3	3	**12**	12	PERFORMANCE FULLY EFFECTIVE
KPI 55	SO.4 To strengthen the revenue base of the municipality	Financial viability as expressed by the following ratio: Debt Coverage	Received revenue report on Total payments 30 days	0	0	0	0	0	**30 days**	0	PERFORMANCE NOT FULLY EFFECTIVE
KPI 56	SO.4 To strengthen the revenue base of the municipality	Financial viability as expressed by the following ratio: Cost Coverage (excluding unspent conditional grants)	Monthly actuals 1 - 3 Months	0	0	0	0	0	**3 months**	0	PERFORMANCE NOT FULLY EFFECTIVE
KPI 57	SO.4 To strengthen the revenue base of the municipality	Financial viability as expressed by the following ratio: Outstanding Service Debtors to Revenue	Level of Collection rate achieved	0	0	0	0	0	**35%**	0	PERFORMANCE NOT FULLY EFFECTIVE

KPI 58	SO.4 To strengthen the revenue base of the municipality	Number of monthly bank reconciliation performed by 30 June 2026	Number of bank reconciliation performed	12	0	0	0	3	**12**	3	☹ PERFORMANCE NOT FULLY EFFECTIVE
KPI 59	SO.4 To strengthen the revenue base of the municipality	Number of monthly creditors reconciliation performed by 30 June 2026	Number of creditors reconciliation performed	12	3	3	3	3	**12**	12	☺ PERFORMANCE FULLY EFFECTIVE
KPI 60	SO.4 To strengthen the revenue base of the municipality	Annual Financial Statements submitted to Auditor-General by 31 August 2025	Date of submission	New Indicator	1	N/A	N/A	N/A	**Submit Annual Financial Statements to Auditor General by 31 August 2025**	**1**	☹ PERFORMANCE NOT FULLY EFFECTIVE
KPI 19	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Percentage of municipal Capital Budget Expenditure spent on projects by 30 June 2026	**Percentage of capital budget spent**	0%	25%	25%	25%	25%	**100%**	**56**	☹ PERFORMANCE NOT FULLY EFFECTIVE

Performance Comments	Based on the above performance outcomes, 9 targets were achieved and 12 targets were not achieved. The targets were not achieved because of: - Revenue collection rate for the municipality is still very low. It can attributed to poor payment of service delivery from consumers. - Budget funding reports for the Financial year was not prepared by the budget unit. The position of BTO official had been advertised and the reporting will receive the necessary attention. - AFS for 202/25 was submitted late, as a result the KPI was not achieved.
Corrective Action	- Financial recovery plan had been prepared and implemented on the National Treasury web portal. Monthly revenue reporting on revenue collection v/s billing. Old debt had been written off, because it could not be verified against services for customers. Door to door revenue collection campaigns in all towns before Salary dated of consumers. - The municipality should purchase a back – up power supply as some KPI’s (extracted from the Samras system) does get affected when there is electricity outages. - It should be noted that the Mid- year report was submitted late, reason is the council calendar is not in - line with legislation and as a result some required reports are taken to council late/ when council has a meeting.

	- The CFO should assign an employee to perform ratio reports. Vacant positions in the BTO office had been advertised. - There are currently no one with in the finance department doing bank reconciliation, as as a result no dedicated official had been given the task to perform bank reconciliations monthly. - Debt Coverage, Debt Coverage, - Council appointed a revenue collection company to help increase the collection rate - Outstanding Service Debtors to Revenue - The unemployment rate which is standing at 75% is the main contributor, but council is working with external stakeholders for job creation - AFS submission - Provincial Treasury appointed a consultant to assist with the AFS compilation

6.3 Local Economic Development

Ref	Pre-determined objectives	KPI Title	Unit of Measurement	2024/25 Performance	Q1	Q2	Q3	Q4	Overall Performance for 2025/26		
					Actual	Actual	Actual	Actual	Target	Actual	Outcome
KPI 1	SO 3. To create an enabling environment for social development and economic growth	Number of LED forum meetings are held by 30 June 2026	Number of LED Forum meetings held	0	0	0	0	0	4	0	☹ PERFORMANCE NOT FULLY EFFECTIVE
Performance Comments			Based on the above performance outcomes, LED only had 1 target and it was not achieved. The target were not achieved because stakeholders did not attend forum meetings even though they received invitations via email and did not respond with reason why they did not attend.								
Corrective Action			LED Manager should regularly engage with sector departments on who the relevant officials are that will be representing them at these LED forum meetings, as it could be that the emails does not reach the relevant parties. They should also sent out and schedule/ calendar for the year outlining the dates for the meeting.								

6.4 Good Governance and Public Participation

Ref	Pre-determined objectives	KPI Title	Unit of Measurement	2024/25 Performance	Q1	Q2	Q3	Q4	Overall Performance for 2025/26		
					Actual	Actual	Actual	Actual	Target	Actual	Outcome
KPI 2	SO 6. To encourage the involvement of communities in the maters of local government, through the promotion of open channels of communication	Number of quarterly IDP Representative forum meetings held by 30 of June 2026	Number of IDP Representative Forum meetings held	0	0	0	0	1	**4**	1	☹ PERFORMANCE NOT FULLY EFFECTIVE
KPI 3	SO 6. To encourage the involvement of communities in the maters of local government, through the promotion of open channels of communication	IDP/Budget and PMS process plan submitted to council for approval by 31 August 2025	Date of process plan submitted to council	IDP/Budget and PMS process plan submitted to council on 28 August 2025	IDP/Budget and PMS process plan was submitted to council for approval 28 August 2025	N/A	N/A	N/A	Submission of IDP/Budget and PMS process plan to council for approval by 31 August 2025	IDP/Budget and PMS process plan was submitted to council for approval 28 August 2025	☺ PERFORMANCE FULLY EFFECTIVE
KPI 4	SO 6. To encourage the involvement of communities in the maters of local government, through the promotion of open channels of communication	Draft IDP document annually submitted to council for adoption by 31 March 2026	Date of submission of the Draft IDP to council	Date of submission to council was 27 March 2025	N/A	N/A	Draft IDP was sent to council to council for adoption by 31 March 2026	N/A	Submission of Draft IDP to council for adoption by 31 March 2026	Draft IDP was sent to council to council for adoption by 31 March 2026	☺ PERFORMANCE FULLY EFFECTIVE
KPI 5	SO 6. To encourage the involvement of communities in the maters of local government, through the promotion of open channels of communication	Final IDP annually submitted to council for approval by the 31 May 2026	Date of submission of the Final IDP to council	Date of submission to council was 27 May 2025	N/A	N/A	Final IDP was submitted to council for adoption 28 May 2026	N/A	Submission of Final IDP to council for adoption by 31 May 2026	Final IDP was submitted to council for adoption 28 May 2026	☺ PERFORMANCE FULLY EFFECTIVE
KPI 6	SO 6. To encourage the involvement of communities in the maters of local government, through the promotion of	Final IDP annually published on the municipal website by the 31 July 2026	Date of publishing the IDP after approval by council	Advert was placed on the website in June 2025	Final IDP was published on the municipal website on the 02 October 2026	N/A	N/A	N/A	**Final IDP annually published on the municipal website by**	Final IDP was published on the municipal website on the 02 October 2026	☹ PERFORMANCE NOT FULLY EFFECTIVE

	open channels of communication								**the 31 July 2026**		
KPI 7	SO 6. To encourage the involvement of communities in the maters of local government, through the promotion of open channels of communication	Number of Bi-Annual Public participation/roadshows held before and after the draft IDP by 30 June 2026	Number of public participation/ roadshows held	2		0		1	**2**	1	☹ **PERFORMANCE NOT FULLY EFFECTIVE**

Performance Comments	Based on the above performance outcomes, 3 targets were achieved and 3 targets were not achieved. The targets were not achieved because of: - IDP representative Forum did not take place due to stakeholders not attending meetings. - IDP was placed on the municipal website in October 2025. - Only one public participation roadshow took place for the year under review.
Corrective Action	- IDP Officer should regularly engage with sector departments on who the relevant officials are that will be representing them at these IDP Representative meetings, as it could be that the emails does not reach the relevant parties. They should also sent out and schedule/ calendar for the year outlining the dates for the meeting. - Municipality must ensure that they adhere to MFMA compliance calendar, indicating that the IDP should be placed on the municipal website on or before 31 July each year.

6.5 Municipal Transformation and Organizational Development

Ref	Pre-determined objectives	KPI Title	Unit of Measurement	2024/25 Performance	Q1	Q2	Q3	Q4	Overall Performance for 2025/26		
					Actual	Actual	Actual	Actual	Target	Actual	Outcome
KPI 8	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Delegation of powers signed by all Senior Managers by 31 July 2025	**Delegation of powers signed by all Senior Managers by 31 July 2025**	0	Delegations of powers was approved by council on 30 October 2025	N/A	N/A	N/A	**Delegation of powers signed by all Senior Managers by 31 July 2025**	Delegations of powers was approved by council on 30 October 2025	☹ **PERFORMANCE NOT FULLY EFFECTIVE**
KPI 9	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of section 54A, 56 Managers' and Line Managers' Performance agreements signed by 31 July 2025	**22**	4 managers signed performance agreements for managers	15	N/A	N/A	N/A	**22**	15	☹ **PERFORMANCE NOT FULLY EFFECTIVE**
KPI 10	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of Quarterly section 54A, 56 Managers' and Line Managers' performance evaluations conducted by 30 June 2026	**88**	No performance evaluations were done	4	N/A	N/A	N/A	**88**	4	☹ **PERFORMANCE NOT FULLY EFFECTIVE**
KPI 11	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of Quarterly Performance Reports submitted to Council within 30 days after the end of each quarter by 30 June 2026	**4**	No reports were presented to council	1	1	1	1	**4**	4	☺ **PERFORMANCE FULLY EFFECTIVE**

KPI 12	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Mid-year Performance Report submitted to the Mayor by 25 January 2026	**Mid-year Performance Report submitted to the Mayor by 25 January 2026**	No mid- term assessment were done for 2024/25 FY	N/A	N/A	Mid-year Performance Report submitted to the Mayor 25 January 2026	N/A	**Mid-year Performance Report submitted to the Mayor by 25 January 2026**	Mid-year Performance Report submitted to the Mayor 27 January 2026	☹ **PERFORMANCE NOT FULLY EFFECTIVE**
KPI 13	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of annual risk assessments approved by council by 30 June 2026	**1**	1 Annual Risk Assessment was conducted on 12 September 2024	N/A	N/A	N/A	1	**Annual Risk Assessment for 2026/27 was approved by council on 29 June 2026**	1	☺ **PERFORMANCE FULLY EFFECTIVE**
KPI 14	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of quarterly risk assessments reports approved by council by 30 June 2026	**4**	New Indicator	0	0	1	0	4	1	☹ **PERFORMANCE NOT FULLY EFFECTIVE**
KPI 15	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Submit a three-year risk-based internal audit plan to council for approval by 30 June 2026	**1**	4 three-year risk-based audit plan, internal audit charter, methodology and policy for 2024/25 are compiled and approved by council	N/A	N/A	N/A	0	**1**	0	☹ **PERFORMANCE NOT FULLY EFFECTIVE**
KPI 16	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Submit a internal audit charter, Internal audit manual and methodology, Internal Audit Policy and Audit committee charter for 2025/26 are compiled and approved by council	**4 - Internal audit charter - manual, methodology - policy - Audit Committee Charter**	4	N/A	N/A	N/A	4	**4 - Internal audit charter - manual, methodology - policy - Audit Committee Charter**	4	☺ **PERFORMANCE FULLY EFFECTIVE**

KPI 17	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of Quarterly Audit Committee meetings held by 30 June 2026	**4**	0 no audits were performed for the year under review	1	0	1	1	**4**	3	**PERFORMANCE NOT FULLY EFFECTIVE**
KPI 18	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of Monthly Management Meetings held by 30 June 2026	**4**	No management meetings for the year under review	1	1	0	0	**4**	2	**PERFORMANCE NOT FULLY EFFECTIVE**
KPI 61	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Percentage budget spent on implementation of workplace skills plan. (WSP) by 30 June 2026	Percentage of budget spent on WSP	0.27%	0,000%	0,000%	0,000%	0,000%	**1%**	0,000%	**PERFORMANCE NOT FULLY EFFECTIVE**
KPI 62	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of Human Resource related policies reviewed and submitted to council for approval by 30 June 2026	Number of policies	23 HR related policies were reviewed and approved on 30 June 2025	N/A	N/A	N/A	**26**	**23**	**26**	**PERFORMANCE FULLY EFFECTIVE**
KPI 63	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Workplace Skills Plan Submitted to LGSETA by 30 April 2026	Date of submission to LGSETA	1 Workplace skills plan and Annual Training report was submitted to LGSETA on 29 April 2025	N/A	N/A	N/A	Submission of Workplace Skills Plan by 30 April 2026	**Submit the Workplace Skills Plan to LGSETA by 30 April 2026**	Workplace Skills Plan was submitted on 30 April 2026	**PERFORMANCE FULLY EFFECTIVE**

KPI 64	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	The number of people from employment equity target groups employed in the three highest levels of management in compliance with a municipality's approved employment equity plan.	Date of submission to Department of Employment and Labour	1 Annual Employment equity report was submitted to department of labor on 15 January 2025	N/A	N/A	**0**	**0**	**Submit the Employment Equity Report to Department of Employment and Labour by 15 January 2026**	No report was submitted	☹ PERFORMANCE NOT FULLY EFFECTIVE
KPI 65	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Employment Equity Report submitted to Department of Employment and Labour by 15 January 2026	Date of submission to Department of Employment and Labour	Annual Employment equity report was submitted to department of labor on 15 January 2025	N/A	N/A	**0**	N/A	Submission of Employment Equity Report to Department of Employment and Labour by 15 January 2026	**0**	☹ PERFORMANCE NOT FULLY EFFECTIVE
KPI 66	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Submission of Quarterly Employment Equity Plans to Departments of Labor & STATS SA	Submission of Quarterly Employment equity report	4 Quarterly employment equity reports were submitted to STATS SA and department of Labor	1	1	1	0	4	3	☹ PERFORMANCE NOT FULLY EFFECTIVE
KPI 67	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of employees trained as per the Workplace Skills Plan by 30 June 2026.	Number of employees trained	78 Skills development training was held namely: According to work skills plan	49	23	27	8	**35**	107	☺ PERFORMANCE FULLY EFFECTIVE
KPI 68	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of reports on monthly Salary and Third-Party Reconciliations submitted to the Municipal Manager by 30 June 2026.	Number of reports	12 Monthly third party reconciliation reports were reviewed and approved by 30June 2025	3	0	0	0	12	3	☹ PERFORMANCE NOT FULLY EFFECTIVE

KPI 69	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of Leave of Absence Reports submitted to the Municipal Manager by 30 June 2026	Number of Leave of Absence Reports	12 Monthly leave reconciliation reports were reviewed and approved by 30 June 2025	3	3	3	3	12	12	☺ PERFORMANCE FULLY EFFECTIVE
KPI 70	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of Ordinary Council Meeting held by 30 June 2026	Number of council meetings held	18 Ordinary and Special council meetings	1	2	3	2	4	8	☺ PERFORMANCE FULLY EFFECTIVE
KPI 71	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of EXCO meetings held by 30 June 2026	Number of EXCO meetings held	New indicator	1	1	1	1	4	4	☺ PERFORMANCE FULLY EFFECTIVE
KPI 72	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of Portfolio Committee meetings held by 30 June 2026	Number of Portfolio Committee meetings held	New indicator	0	1	3	0	12	4	☹ PERFORMANCE NOT FULLY EFFECTIVE
KPI 73	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of MPAC meetings held by 30 June 2026	Number of MPAC meetings held	2 MPAC meetings for the financial year	1	1	1	1	4	4	☺ PERFORMANCE FULLY EFFECTIVE
KPI 74	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of Litigation Reports submitted to the Municipal Manager by 30 June 2026	Number of Litigation Reports	New indicator	0	1	0	0	4	1	☹ PERFORMANCE NOT FULLY EFFECTIVE

KPI 75	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of Routine Medical Check up conducted on employees by 30 June 2026	Number of medical check ups	0		1	0	0	2	1	PERFORMANCE NOT FULLY EFFECTIVE
KPI 76	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of Local Labour Forum Meetings held by 30 June 2026	Number of Local Labour Forum meetings	2 LLF meetings were held	0	1	0	1	4	2	PERFORMANCE NOT FULLY EFFECTIVE
KPI 77	SO 5. To structure and manage the municipal administration to ensure efficient service delivery	Number of Injury on Duty Reports submitted to the Municipal Manager by 30 June 2026	Number of Injury on Duty Reports	0	1	1	1	1	4	4	PERFORMANCE FULLY EFFECTIVE

Performance Comments

Based on the above performance outcomes, 11 targets were achieved and 17 targets were not achieved.

The targets were not achieved because of:

- Delegations of powers were submitted late as there we no dedicated official starting 2025/26 FY. It was taken to council on 30 October 2025.
- Not all line managers signed performance agreements due to the municipality not having and updated and approved organogram for the 2025/26 Financial year. It is also due to outdated job description for some managers.
- Performance evaluations were not done for majority of line managers.
- The position for Risk officer is currently vacant. The Internal Audit assist with rest management during the year.
- Due late submission of AFS, Programs and meeting for the Audit unit started late. Thus no Audit Committee meetings was held in the first quarter even though for the year they had 4 Audit committee meetings.
- Management did have meetings but could not provide the required means of verification.
- WSP - No information was submitted going forward will ensure that information are timeously submitted
- One quarterly Employment Equity Plans to Departments of Labor & STATS SA report was not submitted will ensure that all reports are submitted on time by speaking to the relevant officials
- Will ensure that monthly Salary and Third-Party Reconciliations submitted to the Municipal Manager on time
- LLF meeting did not take place as targeted for the year. The municipality took control off LLF since June 2026

Corrective Action	Will ensure that portfolio committee meetings are held as required, Council must make a calender that includes all meetings that should be held by council on a monthly, Qaurterly basis. Litigation registers should be compiled and reviewed quarterly. Registers should be presented to council to make them aware of all litigations the municipality having. Will ensure that the required routine medical check ups are conducted by speaking to the relevant officials LLF meeting did not take place as targeted for the year. The municipality took control off LLF since June 2026 and as a result meeting took place in June 2026 to approve the Organizational Structure.

7. SERVICE DELIVERY AND BUDGET IMPLEMENTATION REVIEW SUMMARY

Ref	Current KPI	Recommended Adjustments	Motivation
	Percentage of the MIG grant actually spent on Upgrading of Opwag Water treatment Works by 30 June 2026	33,3% Adjusted from 100% to 33.3%	Due delay in SCM Processes the project started late.
	Number of single residential properties provided with access to sewer connections by 30 June 2026	546 Adjusted from 137 for Quarter 3 to 0 and 137 to 272 in quarter 4	Targets were adjusted due to cashflow constraints
	Financial viability as expressed by the following ratio: Debt Coverage		The Local Government: Municipal Planning and Performance Management Regulation (Regulation 796) requires implementation of General Key Performance Indicators by the municipality
	Financial viability as expressed by the following ratio: Cost Coverage (excluding unspent conditional grants)		
	Financial viability as expressed by the following ratio: Outstanding Service Debtors to Revenue		
	The number of people from employment equity target groups employed in the three highest levels of management in compliance with a municipality's approved employment equity plan.		

8. SERVICE PROVIDERS' PERFORMANCE

Section 76(b) of the MSA requires KPIs to inform the indicators set for every municipal entity and service provider with whom the municipality the municipality has entered into a service level agreement/ service deliver agreement. A service provider means a person or institution or any combination of persons and institutions which provide services to or for the benefit of the local community. According to section 76(b) of the MSA, external service provider means an external mechanism to which provides a municipal service for a municipality.

Service level agreement/ service delivery agreement means an agreement between a municipality and an institution or person mentioned in section 76(b) in terms of which a municipal service is provided by that institution or person, either for its own account or on behalf of the municipality. Annexure A herewith attached is a report on the performance of all service providers who are providing a service for the municipality or on behalf of the municipality.

ASSESSMENT KEY	
Good (G)	*The service has been provided at acceptable standards and within the time frames stipulated in the SLA/Contract*
Satisfactory (S)	*The service has been provided at acceptable standards and outside of the timeframes stipulated in the SLA/Contract*
Poor (P)	*The service has been provided below unacceptable standards -*

#	BID NUMBER	NAME OF EXTERNAL SERVICE PROVIDER	DATE CONTRACT AWARDED	SERVICE PROVIDED IN TERMS OF THE SLA	VALUE OF PROJECT	COMPARISON WITH PREVIOUS YEAR 2022/2023		YEAR OF REPORTING 2023/2024		RATING	REASONS FOR UNDER PERFORMANC E	CORRECTIVE MEASURES
						TARGET %	ACTUAL %	TARGET %	ACTUAL %			
1.	02 2024/2025	AAS OPERATIONS	09-Dec-24	SUPPLY AND DELIVER P300 AF2080 CHEMICALS HTH FOR A PERIOD OF 24 MONTHS	R741 232.50	N/A	N/A	100	100	G	N/A	N/A
2.	!KHEIS SAN 01-2021/22	NKHESEBO SOLUTIONS	22/06/2022	WEGDRAAI CONSTRUCTION OF SEWER RETICULATION PUMP STATION AND RISING MAIN TO OXIDATION PONDS	R 24 275 385.93	N/A	N/A	100	100	G	N/A	N/A
3.	TOPLINE W 02-2022/2023	ENGINEERING ACES		RE-ADVERTISED PROVISION OF ENGINEERING CONSULTANCY SERVICE FOR THE UPGRADE	R 3 777 159.51	N/A	N/A	100	100	G	N/A	N/A

				BULK WATER SUPPLY IN TOPLINE								
4.	!KHEIS 05-2023/24	BVI ENGINEERS IR CONSULTING IX ENGINEERS BIGEN AFRICA SERVICES	25/11/2025	THE APPOINTMENT OF CONSULTING ENGINEERS FOR ALL CIVILS WORKS FRAMEWORK AGREEMENT, SHORTLISTED OF FIVE PSP's BASIS FOR CIVIL PROJECTS IN!KHEIS MUNICIPAL AREA FOR A THREE YEAR PERIOD	R0.00	*N/A*	*N/A*	*100*	*100*	*G*	*N/A*	*N/A*
5.	!KHEIS 02 2020/21	ENGINEERING ACES	28-Sep-20	PROVISION FOR ENGINEERING CONSULTING SERVICES FOR THE CONSTRUCTION OF SEWER RETICULATION IN THE WEGDRAAI AREA AND SPORTS COMPLEX IN GROOTDRINK	R 3 139 116.05	*N/A*	*N/A*	*100*	*100*	*G*	*N/A*	*N/A*

#	BID NUMBER	NAME OF EXTERNAL SERVICE PROVIDER	DATE CONTRACT AWARDED	SERVICE PROVIDED IN TERMS OF THE SLA	VALUE OF PROJECT	COMPARISON WITH PREVIOUS YEAR 2022/2023		YEAR OF REPORTING 2023/2024		RATING	REASONS FOR UNDER PERFORMANC E	CORRECTIVE MEASURES
						TARGET %	ACTUAL %	TARGET %	ACTUAL %			
6.	N/A	SOLVEM CONSULTNG	**01/07/2024**	SOFTWARE LICENSE, MAINTENANCE AND SUPPORT AGREEMENT	AMOUNT ANNUALLY	N/A	N/A	100	100	G	N/A	N/A
7.	N/A	KONICA MINOLTA	**22/05/2023**	RENTAL OF PRINTERS	R 425 752.56	N/A	N/A	100	100	G	N/A	N/A
8.	N/A	BCX BUSSINESS CONEXION PTY LTD '		INTERNET	R 797 013.72	N/A	N/A	100	100	G	N/A	N/A
9.	N/A	TGIS		SOFTWARE LICENSE, MAINTENANCE AND SUPPORT AGREEMENT	R 797 261.86	N/A	N/A	100	100	G	N/A	N/A
10.	MICROSOFT 04/2025-2026	MTN		APPOINTMENT OF SERVICE PROVIDER FOR MICROSOFT OFFICE 365 BUSINESS	R 113 081.34	N/A	N/A	100	100	G	N/A	N/A

				STANDARD FOR 40 USERS FOR A PERIOD OF 12 MONTHS INCLUDING SET UP AND CONFIGURATION AND SUPPORT								
11.	PPE 10/2025-2026	REDIRA CLOTHING	01/07/2024	THE SUPPLY AND DELIVERY OF PERSONAL PROTECTIVE EQUIPMENT (PPE) FOR TECHNICAL DEPARTMENT - !KHEIS MUNICIPALITY	R 77 630.00	*N/A*	*N/A*	*100*	*100*	***G***	*N/A*	*N/A*
12.	BULK 02-2025/2026	MOPANI CIVILS		APPOINTMENT OF SERVICE PROVIDER FOR THE REFURBISHMENT OF THE TOPLINE BULK WATER SUPPLY AND PURIFICATION	R 8 522 973.40	*N/A*	*N/A*	*100*	*100*	***G***		*N/A*

#	***BID NUMBER***	***NAME OF EXTERNA***	***DATE CONTRACT AWARDED***	***SERVICE PROVIDED IN TERMS OF THE SLA***	***VALUE OF PROJEC***	***COMPARISON WITH PREVIOUS YEAR 2022/2023***	***YEAR OF REPORTING 2023/2024***	***RATING***	***REASONS FOR UNDER PERFORMANCE***	***CORRECTIVE MEASURES***

		L SER VIC E PR OVI DE R			***T***	*TARGET %*	*ACTUAL %*	*TARGET %*	*ACTUAL %*			
											N/A	
1 3.	OPWAG 03/2025-2026	BVI CONSULTING ENGINEERS		AUGMENTATION OF THE OPWAG BULK WATER SUPPLY IN !KHEIS MUNICIPALITY	R 1 765 363.85	*N/A*	*N/A*	*100*	*100*	***G***	*N/A*	*N/A*

9. Recommendations and conclusion

The Annual Performance Report for 2025/26 provides progress on performance of Organizational performance for the year. Out of the 77 targets 31 have been achieved and 46 not achieved. The municipality still has short comings in achieving its targets fully. The municipality already started to address some targets that was not fully effective for the 2025/26 Financial.

Recommendations

- Processes for capital projects should start 90 day before the new financial year. It will give the SCM Department time to handle all tender processed as regulated and it will also allow the Technical department to set targets that's realistic and timebound. I will also assist with the Job creation opportunities on projects.
- Ward committees should assist the municipality with record keeping of new developments in wards. Some new house holds did receive municipal services this year but because of poor record keeping it could not be proved.
- To reach indigents the municipality should do the following: Door to door campaigning, Utilize ward committees more efficiently, Encourage Public Participation. Prior community participation process on registration with police for better verification of affidavits.
- Implementation of revenue enhancement strategy.
- Filling of vacant positions in the Budget and Treasury and Technical services.

10. Municipal manager's quality certificate

I, **Moeketsi Piet Dichaba**, the Acting Municipal Manager of !Kheis Local Municipality, hereby certifies that the Annual Performance Report and supporting documentation have been prepared in accordance with:

- Local Government: Municipal Planning and Performance Management Regulations, 2001
- Local Government Municipal System Act,2000
- Municipal Structures Act
- Local Government: Municipal Finance Management Act 2003: Section 1

, and that the Annual Performance Report and supporting documentation are consistent with the Integrated Development Plan (IDP) and the Budget of the municipality.

Print Name: Moeketsi Piet Dichaba

Acting Municipal Manager of !Kheis Local Municipality (NC084)

Signature: ______________________

Date 31 August 2026

41 | Page