



BEST MUNICIPALITY

This Category recognises a Municipality that provides effective and exceptional services to citizens.

CRITERIA

- Participation / Transparency / Consensus Orientated / Responsiveness
- Municipality - Delivery of Services to the community directly.

EVIDENCE

A municipality visibly demonstrating commitment to citizen-centeredness, service delivery excellence and Good Governance Principles through the following:

1. 3-years Clean Audit as per AG Audit Report;
2. 3-years Capital Expenditure of 60% (How effectively they spent their funds) – Inclusive of all grants and own funding;
3. Performance Target (Section 56 – Managers Guide) 80% - Municipality provides MEC LG – Performance Reviews;
4. Access to Level of Basic Services (Above 95% - include Water, Electricity, Sanitation and Solid Waste) as certified by STATSAs;
5. Client Response System in place – specification of turnaround times – Client Service Standards, link to Performance Management System;
6. COGTA and NT Status of Municipalities Index; and
7. Ease of doing business – How easy citizens/stakeholder find it to access/conduct business with the municipality. Obtain information/guidance from DEDAT.

Required:

- Written motivation in terms of nr. 1 to 7;
- Testimonials and compliments from service recipients and colleagues; and photos or clippings (magazines and newspaper articles) displaying any form of recognition; and
- Written endorsement of the respective District Municipality.