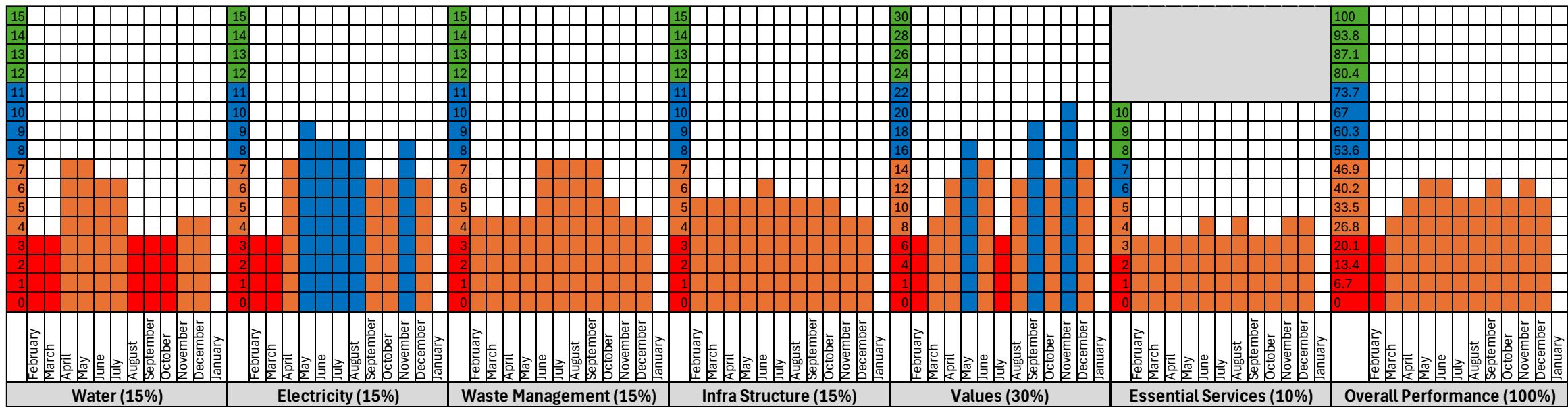


## Services

*Rated by Swartruggens Town Residents*



**Total 4/15 = 27% Achieved**



## **Situation on 5 of the 6 Values the past month**

- There were promises and commitments made by Middle to Senior Managers of KLM where the Swartruggens Residents group/Team was involved, the Executive of the KLM included – Hardly any of those promises and or commitment were honored by the Middle to Senior Management (Some as serious as compliance and community safety issues) (We experience that most services, the artisans and workers , shows commitment to serve the Swartruggens Residents)
- It was agreed that the communication and reporting been revamped with certain principles – Acknowledgement of fault or breakdown reported by KLM representative – KLM personnel and selected positions included in the admin of the Water as well as the Electricity WhatsApp Groups – feedback should periodically be given that Residents can follow and understand what's going on, and when the task been finished that the municipality representative indicate the closure of the specific task – We agreed that Lenie cant be keeping doing this on behalf of the KLM team. – after October analysis of the WhatsApp's of the Water and Electricity groups there was an alarming non-compliance on the issues agreed upon – The Swartruggens Residents therefore have no choice other than to reflect this against the KLM Values and how it is perceived in application by the Swartruggens Town Residents
- We live up to our commitment to give as reasonable and real feedback to the residents as well as KLM. We allow for improvement and await the November actions..
- In the meantime, the board show the relevant perceived performance scores and the website do the same with added motivations to the reasoning of the scoring for improved understanding as well as learning opportunities.

01

## Water Supply

We provide reliable access to clean drinking water, ensuring the health and well-being of our community through efficient water management systems and infrastructure.

New Measurement Criteria derived from KLM Vision Statement

### Reliable

Definition: Being dependable and consistent in delivering services to the community, ensuring that commitments are met on time and with the expected quality

### People-Centered

Definition: Prioritizing the needs, participation, and well-being of the community in all decision-making and service delivery processes.

### Performance-Driven Deliverer

Definition: Focused on efficiency, accountability, and continuous improvement in providing municipal services.

### Sustainable Services

Definition: Providing services that are environmentally, socially, and economically viable for the long term without compromising future generations' needs.

## 1. Water

Supply

**Water available in lower Areas – Higher areas still Challenging – but water truck supply water**

01

### Water Supply

We provide reliable access to clean drinking water, ensuring the health and well-being of our community through efficient water management systems and infrastructure.

New Measurement Criteria derived from KLM Vision Statement

#### Reliable

Definition: Being dependable and consistent in delivering services to the community, ensuring that commitments are met on time and with the expected quality

#### People-Centred

Definition: Prioritizing the needs, participation, and well-being of the community in all decision-making and service delivery processes.

#### Performance-Driven Deliverer

Definition: Focused on efficiency, accountability, and continuous improvement in providing municipal services.

#### Sustainable Services

Definition: Providing services that are environmentally, socially, and economically viable for the long term without compromising future generations' needs.

### 1. Water

Quality

No Approved and Accredited independent Laboratory results available

We have quotations – It will Cost Proximally R 9000 per month

#### 3 Samples

1. Before the Dam
2. In a householding
3. 500 meter downstream from the town's sewerage plant

**KLM Management did not Kept their word –  
None of promises been honoured**

01

### Water Supply

We provide reliable access to clean drinking water, ensuring the health and well-being of our community through efficient water management systems and infrastructure.

New Measurement Criteria derived from KLM Vision Statement

#### Reliable

Definition: Being dependable and consistent in delivering services to the community, ensuring that commitments are met on time and with the expected quality

#### People-Centred

Definition: Prioritizing the needs, participation, and well-being of the community in all decision-making and service delivery processes.

#### Performance-Driven Deliverer

Definition: Focused on efficiency, accountability, and continuous improvement in providing municipal services.

#### Sustainable Services

Definition: Providing services that are environmentally, socially, and economically viable for the long term without compromising future generations' needs.

### 1. Water

### Compliance

**National Water Act (Act 36 of 1998)**  
Prescribe for example the Sampling which not happening – therefore KLM is not be able to protect our water sources

**KLM Management did not Kept their word – None of promises been honoured**