



PUBLIC PARTICIPATION POLICY

V3

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1. DEFINITION OF TERMS

In this policy, unless the context indicates otherwise –

“City Manager” means, as defined in terms of the Local Government: Municipal Finance Management Act 56 of 2003 in relation to a municipality, the Accounting Officer as referred to in Section 60 of the said Act; or in relation to a municipal entity, the Chief Executive Officer as referred to in Section 93 of the said Act;

“Constitution” means the Constitution of the Republic of South Africa, Act 108 of 1996;

“Consultation” is a higher level of participation. It is defined in terms of the IRFA as “a process whereby the views of another on a specific matter are solicited, either orally or in writing, and considered”. *Consultation* therefore seeks the views of others with the intention of taking their contributions into consideration during decision-making processes;

“Council” refers to the Council of the Nelson Mandela Bay Metropolitan Municipality as established in terms of Section 18 of the Local Government: Municipal Structures Act 117 of 1998;

“Councillor” refers to a member of the **Council** of the Nelson Mandela Bay Metropolitan Municipality;

“Designated municipal sites” will include municipal buildings, libraries, customer care centres, **Ward Councillor** offices and the municipal website;

“Designated groups” are selected clusters of people with common identity/interest or distinguished by circumstances;

“Empowerment” is the highest form of participation, as it incorporates all the lower tiers of participation. Through education it grants societies the strength or power to

act with confidence on their own initiative to the benefit of their communities within a legal framework, with or without the support of **Council**. At its peak, empowerment fosters independence and stimulates creativity and innovation for sustainable development;

“Information-sharing” involves making information available to parties, mainly to create awareness about a particular matter. It constitutes a passive form of participation without an expectation on the part of the recipients of the information to make meaningful contributions with regard to the matter at hand. Various mediums may be used for sharing information. These include, but are not limited to, brochures, newsletters, advertisements, and so on;

“Loud-hailing” is an amplified call or message to those able to hear. This is a medium to impart to communities, in the shortest possible way, information for their benefit or to extend an invitation to participate in a gathering or exercise an action;

“Meeting of Council” is a statutory meeting held on a regular basis that all members of Council are required to attend and resolve matters referred to it;

“Municipality” as defined in the Intergovernmental Relations Framework Act, No. 13 of 2005, will –

- (a) when referred to as a corporate body, mean a municipality as described in Section 2 of the Municipal Systems Act, No. 32 of 2000;
- (b) when referred to as a geographic area, mean a municipal area determined in terms of the Local Government: Municipal Demarcation Act, No. 27 of 1998;

“Official” as defined in the Local Government: Municipal Finance Management Act 56 of 2003 in relation to a municipality or municipal entity, means –

- (a) an employee of a municipality or municipal entity;

- (b) a person seconded to a municipality or municipal entity to work as a member of the staff of the municipality or municipal entity; or
- (c) a person contracted by a municipality or municipal entity to work as a member of staff of the municipality or municipal entity other than an employee;

“Participation” is the act of sharing something with others, where all parties play an active part in the process to achieve an outcome expected by those involved;

“Partners” are a union of two or more persons with different approaches who are required to work together to achieve an agreed outcome;

“Partnership” refers to engagements where all parties are directly and actively involved in a project and committed to achieving a goal. Stakeholders will strive to work in harmony towards a cause. This form of engagement is perhaps more in line with the notion of participation espoused by Sections 4 and 5 of the MSA, which requires the balancing of reciprocal duties and responsibilities by a municipal administration and the community it serves;

“Policy” means the Public Participation Policy of the Nelson Mandela Bay Metropolitan Municipality;

“Public buildings and open spaces” mean property, developed or under development, that is accessed or used by the public for general purposes or to obtain services, and is not closed to the public for whatever reason. Such property is considered public space;

“Public meeting” is a gathering of community at a venue (undercover or not) where matters of concern are discussed by those attending, and is open to all citizens;

“Public participation” occurs where the public participates in an active way to ensure that its needs are responded to satisfactorily by the **Municipality**.

Communities are to be involved in identifying their needs, participating in the process and ensuring the outcome by taking ownership and thereby responsibility;

“**Vulnerable groups**” consist of persons not afforded the same security as the general citizen, i.e. children, women, the aged, and persons with disabilities;

“**Ward Committees**” is a committee established in terms of section 72 and 73 of the Local Government Structures Act 117 of 1998, as amended. It serves to convey the needs of the respective community via the **Ward Councillor to Council**. Ward Committees are central to ensuring that the communities’ express needs are conveyed to the **Council** committees, as well as the municipal administration for consideration in the Integrated Development Plan and Budget.

2 PURPOSE

The Nelson Mandela Bay Metropolitan Municipality acknowledges and values the contributions of the community in achieving its service delivery, developmental and strategic objectives. The development of a policy that creates a framework within which public participation can be effected, serves to validate the commitment of **Council** to create an environment conducive to the engagement of the public in its governance and performing the duties and obligations set out in legislation with regard to public participation.

The contents of this policy serve to provide mechanisms, processes and procedures to facilitate the achievement of the objectives and goals related to effective public participation. Such mechanisms and processes will provide opportunities for the citizens of the **Municipality** to gain direct access to information, participate in **consultation** and decision-making processes and to make meaningful contributions to the planning, design and implementation of programmes and projects that directly or indirectly affect their lives.

The **Policy** promotes an integrated approach to ensure mainstreaming of the interests of **vulnerable groups** and special sectors such as youth, women, children, people with disabilities and older persons.

3 REGULATORY FRAMEWORK

The **Policy** is guided and informed by statute as follows:

3.1 Constitution of the Republic of South Africa, Act 108 of 1996

The objects of local government in terms of Chapter 7, Section 152(1)(a) of the **Constitution** is to “encourage the involvement of communities and community organisations in the matters of local government.” Chapter 7 further prohibits the passing of by-laws, unless the proposed by-law has been published for public comment in terms of Section 160(4). Section 162 restricts the enforcing of promulgated by-laws, unless they have been published in the official provincial government gazette and made accessible to the public by the municipality concerned.

Chapter 10 expounds the basic values and principles that must govern public administration. Section 195(1)(e) stipulates that “[p]eople’s needs must be responded to, and the public must be encouraged to participate in policy-making”, whilst Section 195(1)(g) stipulates that “[t]ransparency must be fostered by providing the public with timely, accessible and accurate information.”

The **Constitution** further demands that enabling legislation be promulgated in order to give effect to the Bill of Rights and the values and principles enshrined in it.

The **Constitution** builds on the commitment to deepen democracy by making provision for direct and indirect representation of citizens. The interests of a diverse range of stakeholders can therefore be presented through a range of democratic representative structures such as Special Sector Forums Youth Council, Gender and Women Empowerment Council, Older Persons Forum, Children’s Forum,

Children’s Advisory Council and Persons with Disabilities Forum, Sports Forum, Arts and Culture Forum, Community Based Planning, Integrated Development Planning Forum, Community Development Workers.

3.2 Local Government: Municipal Systems Act, No. 32 of 2000, as amended (MSA)

The objects of local government are set out in the MSA. Its preamble clearly demands the active **participation** of communities in the affairs of municipalities as a fundamental aspect of contemporary local government. It emphasises that local communities within a municipal area must work in partnership with the municipality’s political and administrative structures.

In giving credence to the principle of cooperative government, Chapter 2 lists reciprocal rights and duties that must be fostered between municipal councils, municipal administration and local communities. In terms of Section 4(2)(c), the council of a municipality has the duty to “encourage the involvement of the local community” and in terms of Section 4(2)(e) to “consult the community about the level, quality, range and impact of municipal services provided by the municipality” and options available for service delivery. Section 5 grants members of the community the right to engage in the processes and mechanisms established by statute to participate in and contribute to the manner in which the municipality is managed.

Chapter 4 of the MSA (as amended) makes provision for community **participation** in the following ways:

Section 16 – promotes the development of a culture of community **participation**.

Section 17 – makes provision for the establishment of mechanisms, processes and procedures for community **participation**.

Sections 18 to 21 – provide for access to information and platforms for communication.

The duty of a municipality to publish by-laws passed by **Council** and to make them available to the public for perusal is given effect to in Sections 13; 14 and 1S of the MSA.

Developmentally oriented planning is further provided for in Chapter 5 of the MSA, which also gives guidance on the manner in which participation by the public should take place. In addition, community involvement in the municipality's performance management system is promoted in Section 42, read together with Chapter 4.

Chapter 7 the MSA emphasises the fact that local government is governed by the democratic values and principles embodied in Section 195(1) of the **Constitution**; a Municipality must strive to achieve the objects of the local government as set out in section 152(1) of the **Constitution**; and a Municipality must perform the duties set out in Sections 4, 5 and 6 of the MSA.

3.3 Local Government: Municipal Finance Management Act, No. 56 of 2003 (MFMA)

The objects of the MFMA are aligned with those of the MSA and together they give effect to constitutional imperatives. Sections 21 – 23, read together with Chapter 4 of the MSA, make provision for public participation processes, regarding the municipal budget, integrated development plan, performance management processes, and policy development. Such public participation processes are to be concluded within set time frames in accordance with the specifications set by the MFMA.

3.4 Local Government: Municipal Structures Act, No. 117 of 1998 (Structures Act) (LGMS)

Section 72(3) of the Structures Act conveys the sentiment that public participation enhances democracy. This is achieved through representative structures, where ward committees play an important role. Section 74 thus grants ward committees the powers and functions (in addition to any other powers and duties delegated to them) to make recommendations on any matters affecting their wards, through the **Ward Councillors**, to the **Council**, Executive Committee or the Executive Mayor.

3.5 Intergovernmental Relations Framework Act, No. 13 of 2005 (IRFA)

The IRFA clarifies the meaning of the term **consultation** within a legislative context, defining it as “a process whereby the views of another on a specific matter are solicited, either orally or in writing, and considered”.

4 POLICY PRINCIPLES

4.1 The **Policy** reflects the values and principles embedded in the **Constitution** and espoused in the White Paper on Transforming Public Service Delivery, Notice 1459 of 1997 (Batho Pele White Paper) and promoted by the Citizen’s Participation Charter of the Province of the Eastern Cape as follow:

4.1.1 Access – accessible and responsive arrangements are to be developed to enable members of the public to enjoy the rights and privileges guaranteed by legislation.

4.1.2 Accountability – is based on the assumption that all role-players will accept full responsibility for their individual actions.

4.1.3 Commitment – dedication to true forms of **participation**, which fosters democracy.

- 4.1.4 **Consultation** – consultation is an important process for sharing and gathering various insights with regard to addressing a particular issue. Consulting internal and external role-players is therefore critical when planning and/or initiating programmes and projects. Given the fact that the services of local government are for public consumption, it is imperative that the users of public services are consulted about their needs and priorities. Their inputs and comments must be taken into account when making decisions.
- 4.1.5 Diversity – South Africa is a diverse society. **Public participation** processes must therefore take into account differences that may stem from gender, religion, race, ethnicity, language, sexual orientation, age, economic status, and so on. These differences should be allowed to emerge and, where appropriate, ways sought to develop an approach that allows for inclusiveness, based on respect and dignity.
- 4.1.6 **Empowerment** – Through direct involvement in planning, decision-making and implementation of programmes, projects and strategies, communities may be uplifted and encouraged to seek sustainable methods for development and survival.
- 4.1.7 Openness and transparency – The **Municipality** will ensure that all involvement with the communities in **public participation** will be transparent and honest and to be relied upon to create institutions of people of good repute and constituting organs of people’s powers, such as forums and Ward Committees.
- 4.1.8 Flexibility – Flexibility is often required in respect of timing and methodology. It requires participants to make room for changing conditions and to explore various suitable alternatives.

4.1.9 Information – Effective decision-making and conduct are augmented by the availability and provision of comprehensive and accurate information. Information sharing often contributes to educating communities and fostering better understanding and appreciation for project decisions and implementation plans.

4.1.10 Redress – Residents are entitled to an apology, explanation and remedial action, if the promised standard of service is not delivered.

5 POLICY OBJECTIVES

5.1 Through the guidance of the **Policy**, **Council** seeks to achieve the following:

5.1.1 Instil a spirit of participatory government through the mechanisms developed in terms of the **Policy**.

5.1.2 Facilitate the prioritisation of community development and requirements, with the involvement and support of communities.

5.1.3 Ensure that any matters requiring community participation is referred to all sectors, which must include, inter alia, **Ward Committees**, and **vulnerable groups**.

5.1.4 Promote direct and indirect platforms of participation.

5.1.5 Create appropriate mechanisms for communication and **participation** suited to the process/nature of **participation** as prescribed in the Public Participation Procedure Manual.

5.1.6 Establish a comprehensive framework for defining, implementing, monitoring and evaluating **public participation** initiatives in the **Municipality**.

- 5.1.7 Afford local communities the opportunity, together with the **Municipality**, to consolidate resources and promote sustainable development and empowerment.
- 5.1.8 Provide municipal **officials** with standardised guidelines with regard to **public participation** initiatives, so that consistency and efficiency can be achieved.
- 5.1.9 Set clear roles and responsibilities for those affected by the **Policy**.
- 5.1.10 Establish implementation protocols within the **Municipality** consistent with the **Constitution**, and/or any other applicable policy, the scope and objectives of which endeavour to promote **public participation**.
- 5.1.11 Ensure that **public participation** initiatives are suitably focused and their impact on the functional, institutional and financial integrity of the **Municipality** is properly considered.
- 5.1.12 Ensure uniformity and consistency in respect of with regards the implementation of **Council** policies and processes.
- 5.1.13 Bring about outcomes that will have involved the communities from the outset thus ensuring ownership by communities and giving recognition to the opportunities and challenges presented by **partners**.

6 SCOPE AND APPLICATION

- 6.1. The **Policy** applies to all **officials**, **Councillors**, public representatives, parastatals, **Ward Committees**, **designated groups**, municipal entities and members of the public in as far as their rights, duties, responsibilities and roles are outlined in terms of the **Policy**.
- 6.2 The **Policy** makes provision for mechanisms, processes and procedures to facilitate and give effect to **public participation** as regulated by statute.
- 6.3 The Public Participation Procedure Manual is a supplement to the **Policy**, and details procedures and processes to be followed by **officials** and political office bearers for proper **public participation** at community level.
- 6.4 The policy giving effect to **Ward Committees**, is an additional public participation policy instrument and should be read together with the **Policy**.

7 LEVELS OF PUBLIC PARTICIPATION

- 7.1 The **Municipality** will seek to utilize the various levels of **participation**, i.e. information-sharing, **consultation**, engagement and **empowerment** as and when necessary.
- 7.2 The **Municipality** will promote and ensure people-centred and people-driven development, as reflected in the **Constitution**.
- 7.3 The **Municipality** will continuously strive to create an enabling environment for citizens to be involved in and participate in the development of policies from the initial stages.

8 RIGHTS AND RESPONSIBILITIES OF THE COMMUNITY

8.1 The success of participative developmental governance hinges on a healthy integrated balance between the rights and duties of local government and that of the community. The **rights** of members of the local community in terms of the MSA are to:

8.1.1 Be involved in and contribute to the decision-making processes of the **Municipality** and submit written or oral recommendations, make representations and submit complaints to the **Municipality** or to another political structure or a **Councillor** or an **official** of the **Municipality** through mechanisms provided and in accordance with processes and procedures in terms of applicable legislation, or the **Policy**.

8.1.2 Prepare responses to their written and/or oral communications, including complaints to **Council** or to another political structure or a political office bearer or the administration of the **Municipality**.

8.1.3 Be informed of decisions of **Council**, another political structure or any political office bearer of the **Municipality**, affecting their rights, property and reasonable expectations.

8.1.4 Receive regular disclosure of the state of affairs of the **Municipality**, including its finances.

8.1.5 Demand that the proceedings of **Council** and those of its committees are:

- a) Open to the public, subject to Section 20 of the said Act;
- b) Conducted impartially and without prejudice; and
- c) Untainted by personal self-interest;

8.1.6 Use and enjoy public facilities.

8.1.7 Have access to services delivered by the **Municipality**, provided that certain conditions are complied with.

8.1.8 Members of the community have the responsibility in terms of law when exercising their rights:

- a) To respect the rights of other members of the community.
- b) To observe the mechanisms, processes and procedures of the **Municipality**.
- c) To allow properly identified **officials** reasonable access to their property for the performance of authorised municipal tasks/activities.
- d) To comply with by-laws of the **Municipality** applicable to them.
- e) Where applicable and, subject to Section 97(1)(c), to pay promptly for service charges, surcharges of fees, rates on property and other taxes, levies and duties that may be imposed by the **Municipality**.

9 COMMUNICATION

9.1 MEETINGS OF COUNCIL

9.1.1 Notice will be given of the time, date and venue of every ordinary, and/or special or urgent **Meeting of Council**, except where time constraints make this impossible at least five (5) days before the meeting, by:

- publishing such notice in the local newspaper,
- broadcasting notifications via radio stations,
- displaying notices at designated municipal venues,
- vehicle **loud-hailing**,
- door-to-door visits,
- publication on the municipal website, or
- any other means that will assist the process.

9.2 PUBLIC MEETINGS

- 9.2.1 Members of the community will be invited to participate in open sessions where statutory determined processes, such as the IDP, the budget, policies and by-laws, and/or any other non-statutory processes are presented and reviewed.
- 9.2.2 Public meetings will be held at a place, time and venue convenient to the majority of people in a particular ward cluster.
- 9.2.3 Notices of public meetings will be published in the local print and broadcast media or any other suitable communication platforms, including the municipal website, at least five (5) days before the date of the meeting.
- 9.2.4 When deemed necessary, and when financially viable, pamphlets and loud-hailing may be used to publicise meetings.
- 9.2.5 Presentations made at such meetings must be in accordance with Council's language policy.
- 9.2.6 **Councillors** will be informed of such meeting(s) before notice is given to the community.
- 9.2.7 Those entitled to special invitations to public meetings include: traditional leaders/authorities; **Ward Committees**; recognised business or civil society structures; and special guests.
- 9.2.8 Where public meetings are envisaged, a meeting schedule will be drawn up and advertisements placed in the local media and by any other means in accordance with municipal procedures set out in the Public Participation Manual. This process will allow the

public to make direct input and contributions to what is to be contained in the IDP and Budget.

9.2.9 Prior to the public meeting, copies of the draft IDP and Budget must be made available over a period of twenty one (21) days from the date of notification at **designated municipal sites** for perusal and comment by the public. Preliminary sessions with leading structures to ensure input from organised interest groups and ward communities may be held.

9.2.10 At the public meeting, a summary of the IDP and Budget will be verbally presented to communities at appropriate venues within ward clusters in a language most common to the community in question.

9.2.11 Submissions by the public may be made verbally at such public presentations or in writing in any of the three most commonly used languages of the region, i.e. IsiXhosa, English and Afrikaans.

9.2.12 Written submissions may be posted/e-mailed or hand-delivered at **designated municipal sites**.

9.3 SUBMISSIONS BY THE PUBLIC

9.3.1 Submissions by the public can be made in response to **Council's** participatory processes, decisions, acts or omissions in any of the three main languages spoken in Nelson Mandela Bay, i.e. English, Afrikaans and IsiXhosa in the following ways:

- a) Orally, at public meetings, Braille, sign language to be provided where possible, and in one-on-one interactions.

- b) Written submissions (letter, fax, e-mail, submitted document or any other means provided for by **Council**).
- c) Petition notice.
- d) Where practically and economically feasible, the **Municipality** will endeavour to make translators and transcribers available for the purposes of capturing the comments/submissions of the public in line with its Language Policy.

9.3.2.1 The above submissions will be:

- a) Consolidated and distributed for consideration by directorates and, where appropriate, any other relevant stakeholder.
- b) Considered for feasibility; and
- c) Where approved by the **City Manager**, incorporated into **Council's** strategic documents so that these may be reported on formally.

9.3.3 The decision to include or exclude community proposals from **Council's** strategic plans, will be communicated to communities using the most appropriate communication tools available to **Council**.

10 STATUTORILY DETERMINED PUBLIC PARTICIPATION PROCESSES AND MECHANISMS

10.1 The manner in which participation by communities in the development of the municipal Budget, Integrated Development Plan, the publishing and enforcement of by-laws, and the development of policies occur, is prescribed by statute. The **Policy** strives to give effect to prevailing legislative imperatives in this regard as set out below:

10.2.1 MUNICIPAL BUDGET AND IDP REVIEW PROCESSES

- 10.2.1.1 The Integrated Development Plan (IDP) is a five-year plan that informs the strategic agenda of **Council** and, together with the Budget, is reviewed annually. Initial community involvement and stakeholder **consultation** is an essential component of both processes. Over and above legislative compliance, the participation of members of the public in these processes constitutes good corporate governance and fulfils the spirit of *government for the people by the people*.
- 10.2.1.2 Consequently, members of the public must be invited and encouraged to make submissions with regard to both documents mapping the strategic priorities of the **Municipality** as per the guidelines in the Public Participation Procedure Manual.
- 10.2.1.3 The initial development of the content of the Budget and IDP must commence by no later than June of the preceding financial year for which the Budget and IDP are being prepared to ensure input into these processes by the community. The public must be extended an open invitation to make submissions for inclusion in the following year's Budget for items that will be considered in the drafting of that Budget.
- 10.2.1.4 The IDP/Budget report-back sessions to the clusters will include direct responses to all the submissions received.
- 10.2.1.5 The cycle of inputs with regard to the IDP and Budget recommendations is consolidated during the last quarter of that calendar year, when contributions may have been gathered indirectly through representatives by way of **Ward Committees** and municipal **officials** or by way of institutional arrangements.

During this period, public contributions must be captured and presented to **Council** as part of the Budget for the people by the people.

10.2.1.6 The **City Manager**'s office will ensure that public submissions are collected within seven days of the deadline.

10.2.1.7 All submissions will be acknowledged and recorded in a central register. These will be monitored and responded to.

10.2.1.8 The **City Manager** will make hard and electronic copies of the IDP available within fourteen days (14) of its adoption at **designated municipal sites**.

10.2.2 POLICIES AND BY-LAWS

10.2.2.1 Presentation of draft policies and by-laws to the public will be dealt with as follow:

- a) The Mayoral Committee will grant approval to conduct **public participation** sessions.
- b) A schedule of public meetings will be determined through **consultation** with key stakeholders and then advertised in various formats (media, radio, pamphlets, etc.).
- c) The full version of the draft policy and by-law will be published in English and summaries will be made available in the three recognised languages of the **Municipality**, namely English, Afrikaans and IsiXhosa (subject to the availability of resources) and presented to communities in the respective clusters.
- d) A sufficient amount of copies for distribution will be made available in soft and hard copy for public comment.

- e) Public submissions (verbal or written) will be recorded, and submitted by the **City Manager** to **Council** for consideration.
- f) Copies of the approved document or policy, or promulgated by-law will be made available in soft/hard format at **designated municipal sites**.

10.3 SUBMISSIONS BY THE PUBLIC

10.3.1 CONSIDERATION OF PUBLIC COMMENTS

- 10.3.1.1 The **City Manager** is responsible for ensuring that public comments are channelled through the correct decision-making structures within **Council**, and for informing the public of outcomes of decisions taken by **Council**.

10.3.2 PETITIONS

- 10.3.2.1 The gathering of persons for the purposes of handing over a petition within the jurisdiction of the **Municipality** must be executed in accordance with the Regulations of Gatherings Act 205 of 1993. In terms of the said Act, notice of a public gathering must be given to the **Municipality** at least seven (7) days before commencement of the gathering. The convener and/or authorised member must liaise with the responsible officer of the **Municipality** to discuss the content of the notice and such conditions regarding the conduct of the gathering as may be deemed necessary. Such arrangements must include making provision for a designated person to receive the petition. Where the matter concerning the petition pertains to the decisions, conduct or an omission of the **Municipality**, a Portfolio or **Ward Councillor** may be called upon to receive the petition.

10.3.2.2 Petitions will be processed and dealt with in accordance with the **Council** adopted petitions policy of the Municipality.

10.3.3 COMPLAINTS

10.3.3.1 All complaints will be addressed to the **City Manager** and may be submitted by way of Ward Council structures, municipal offices or any other mechanisms provided by **Council**.

10.3.3.2 Complaints may be submitted on an official form that must be relatively simple to complete, and could be submitted per e-mail or post. Complaints submitted must:

- a) be legible;
- b) clearly indicate the topic;
- c) highlight the proposed solution/recommendation; and
- d) stipulate a reply address or contact details.

10.3.3.3 The City Manager or his/her designated representative is responsible for responding to a petition or complaint within thirty (30) days of receipt of the petition or complaint in a manner appropriate to the matter at hand. These should also be submitted to the appropriate Portfolio Committee for record purposes.

10.3.4 DEPUTATIONS AND INTERVIEWS

10.3.4.1 Any person(s) who wish(es) to obtain an audience with **Council** or a committee of **Council** must submit a written application to the Office of the Speaker or the **City Manager**.

10.3.4.2 Such an application must state the nature of the presentation the applicant wishes to make.

10.3.4.3 Whenever such an application is declined, the applicant must be furnished with reasons for the refusal.

11 OTHER SPHERES OF GOVERNMENT

11.1 Active co-operation between the various spheres of government will be promoted at all times.

12 POLICY IMPLEMENTATION, MONITORING AND REVIEW

12.1 Effect will be given to public participation within communities by implementing the Public Participation Policy Procedure Manual.

12.2 The Constituency Services Sub-directorate will report to council structures on a quarterly basis in respect of all public participation sessions held with the communities of the Nelson Mandela Bay.

12.3. The Office of the Chief Operating Officer will monitor the implementation of the policy on a quarterly basis.

12.4 The **Policy** will be subjected to the process of **public participation** in accordance with the processes and mechanisms set out therein and communicated to members of the community, **Councillors** and **officials**, as determined by the **Policy** and its accompanying guidelines.

12.5 The **Policy** will be implemented on the date that is it adopted by **Council** and is subject to review, as and when required, in accordance with legislative reviews and/or every three years, whichever may apply first.

13 POLICY COMPLIANCE

13.1 It is the responsibility of the **City Manager**, together with the Chief Operating Officer to ensure that institutional compliance in accordance with national and provincial policy regulatory frameworks and the **Policy** is achieved.