

**Senior Management Lead/ Champion:**

Name : Roelf Weyers
Designation : Deputy Director Rates & Valuations
Department : Budget & Treasury

Technical Coordinator:

Name : Shamah Ebrahim
Designation : Controller Rates Clearances.
Department : Budget & Treasury

Work Team:

Name	Designation	Directorate
Anette Wilken	System Specialist Consolidated Billing System	Application Development Section. Corporate Services.
Jeanette Gerber	Analyst Programmer	Application Development Section. Corporate Services.

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Nelson Mandela Bay Municipality



City Doing Business Registering Property Reform Progress Report

Intervention 1: Enhancing Clearance Application on Billing System. Output 1.1 Establish Task team	Target at 30 June 2019 Completed	Progress achieved 1 April – 30 June 2019 Done	Reason for Variance Not Applicable	Remedial Action Not Applicable	Responsible Manager R Weyers
Output 1.2 Determine Business Workflow processes	Target at 30 June 2019 Completed	Progress achieved 1 April – 30 June 2019 Done	Reason for Variance Not Applicable	Remedial Action Not Applicable	Responsible Manager R Weyers
Output 1.3 Obtain Legislative requirements template	Target at 30 June 2019 Completed	Progress achieved 1 April – 30 June 2019 Done	Reason for Variance Not Applicable	Remedial Action Not Applicable	Responsible Manager S Ebrahim

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Output 1.4 Drafting Business Workflow Processes	Target at 30 June 2019 Completed	Progress achieved 1 April – 30 June 2019 Done	Reason for Variance Not Applicable	Remedial Action Not Applicable	Responsible Manager S Ebrahim
Intervention 2: Development of Clearance Application on Billing System.	Target at 30 June 2019 Completed	Progress achieved 1 April – 30 June 2019 Done	Reason for Variance Not Applicable	Remedial Action Not Applicable	Responsible Manager A Wilken
Output 2.1 Drafting of specifications	Target at 30 June 2019 Completed	Progress achieved 1 April – 30 June 2019 Done	Reason for Variance Not Applicable	Remedial Action Not Applicable	Responsible Manager J Gerber
Output 2.2 Developing of application	Target at 30 June 2019 Completed	Progress achieved 1 April – 30 June 2019 Done	Reason for Variance Not Applicable	Remedial Action Not Applicable	Responsible Manager J Gerber
Output 2.2 Deployment of application Test base	Target at 30 June 2019 Completed	Progress achieved 1 April – 30 June 2019 Done	Reason for Variance Not Applicable	Remedial Action Not Applicable	Responsible Manager S Ebrahim
Output 2.3 Testing of application	Target at 30 June 2019 Completed	Progress achieved 1 April – 30 June 2019 Done	Reason for Variance Not Applicable	Remedial Action Not Applicable	Responsible Manager S Ebrahim



		Done	Reason for Variance	Remedial Action	Responsible Manager
Output 2.4 Bug Fixing	Target at 30 June 2019 Completed	Progress achieved 1 April – 30 June 2019 Done	Not Applicable	Not Applicable	Responsible Manager J Gerber
Intervention 3: Deployment of Electronic Rates Clearance Application. Output 3.1 Training of staff on application	Target at 30 June 2019 Completed	Progress achieved 1 April – 30 June 2019 Done	Not Applicable	Not Applicable	Responsible Manager S Ebrahim
Output 3.2 Informing all stakeholders on going live	Target at 30 June 2019 Completed	Progress achieved 1 April – 30 June 2019 Done	Not Applicable	Not Applicable	Responsible Manager S Ebrahim
Output 3.3 Deployment of application to billing system	Target at 30 June 2019 Completed	Progress achieved 1 April – 30 June 2019 Done	Not Applicable	Not Applicable	Responsible Manager A Wilken
Output 3.4 Monitoring of system on daily basis.	Target at 30 June 2019	Progress achieved	Reason for Variance	Remedial Action	Responsible Manager



	Monitoring system	1 April – 31 December 2019 Ongoing	Not Applicable		S Ebrahim
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Acceptance & Sign-Off

Prepared By: Name R Weyers
Title Deputy Director:
Rates & Valuations
Department Budget &
Treasury

Name & Title

Signature

14/1/2020
Date

Approved By: Name
City Manager
City Name

Name & Title

Signature

22/01/2020
Date

**Senior Management Lead/ Champion:**

Name : Schalk Potgieter
Designation : Director: Strategic Planning and Policy Formulation
Department : Human Settlement Directorate

Technical Coordinator:

Name : Mthulisi Msimanga
Designation : Acting Senior Director Land Planning and Management
Department : Human Settlement Directorate

Work Team:

Name	Designation	Department
Christelle Marais	Senior Building Inspector: Admin.	Human Settlement
Reza Boltman	Building Control Officer	Human Settlement
Alan de Vries	Senior Town Planner	Human Settlement
Keith Coltman	Municipal Architect	Human Settlement
Zelda Reyneke	CIC Coordinator	Human Settlement
Dr Gillian Adendorff	Private Sector	Built Environment Professionals Forum
Earle Sauls	Systems Analyst (Application Developer)	Corporate Services: Municipal Information Systems (MIS)
Gideon Louw	Corporate Geographic Information Systems Manager	Chief Operation Officer
Didi van Heerden	Webmaster	Communications

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City Doing Business Dealing with Construction Permits Reform Progress Report					
Intervention 1: STREAMLINED PROCESS WORKFLOW Output 1.1: Establish inter- departmental work team	Target at 31 December 2019	Progress achieved 1 September– 31 December 2019 2019	Reason for Variance	Remedial Action	Responsible Manager
	Not Applicable	Task completed	Task Completed	Task Completed	M Msimanga S Potgieter
Intervention 1: STREAMLINED PROCESS WORKFLOW Output 1.2 Establish working relationship with external stakeholders ¹	Target at 31 December 2019	Progress achieved 1 September– 31 December 2019 2019	Reason for Variance	Remedial Action	Responsible Manager
	Not Applicable	Task completed	Task Completed	Task Completed	M Msimanga S Potgieter
Intervention 1: STREAMLINED PROCESS WORKFLOW	Target at 31 December 2019	Progress achieved 1 September– 31 December 2019 2019	Reason for Variance	Remedial Action	Responsible Manager

¹ External stakeholders represented by Built Environment Professionals Forum – a collaborative forum between NMBM and Built Environment Professional Disciplines

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Output 1.3: Ongoing stakeholder engagement	Ongoing Stakeholder Engagement	Ongoing engagement through regular meetings of the eMAMS ² Forum ³	No applicable	Not applicable	M Msimanga
Intervention 1: STREAMLINED PROCESS WORKFLOW Output 1.4: Finalisation and alignment of the process workflow	Target at 31 December 2019 Finalisation and signing off of process flows	Progress achieved 1 September– 31 December 2019 2019 "As is" and "To Be" (proposed) workflows completed and worked through with World Bank Group.	Reason for Variance	Remedial Action	Responsible Manager Alan de Vries
Intervention 2: eMAMS Output 2.1: Develop pilot tracking system	Target at 31 December 2019 Not applicable	Progress achieved 1 September– 31 December 2019 2019 Task completed and implemented	Reason for Variance Not applicable	Remedial Action Not applicable	Responsible Manager M Msimanga E Sauls D van Heerden

² eMAMS – Electronic Municipal Application Management System

³ eMAMS Forum – Human Settlements Transversal Working Team comprising of inter-departmental role players and external stakeholders



Intervention 2: eMAMS	Target at 31 December 2019	Progress achieved 1 September– 31 December 2019 2019	Reason for Variance	Remedial Action	Responsible Manager
Output 2.2: Monitoring and Review of Pilot Phase	On-going monitoring and review of pilot phase	On-going monitoring and review of e-MAMS Building Plan and Land Use Application Tracking	Not applicable	Not applicable	M Msimanga E Sauls D van Heerden
Intervention 2: eMAMS	Target at 31 December 2019	Progress achieved 1 September– 31 December 2019 2019	Reason for Variance	Remedial Action	Responsible Manager
Output 2.3: Development of eMAMS	Development of automated and online electronic application management system (eMAMS)	Development running concurrently with finalisation of process workflow development as well as monitoring and review of pilot e-MAMS. Estimated progress: 35%	Not applicable	Not applicable	M Msimanga E Sauls D van Heerden
Intervention 2: eMAMS	Target at 31 December 2019	Progress achieved 1 September– 31 December 2019 2019	Reason for Variance	Remedial Action	Responsible Manager
Output 2.4: Monitoring and Review of e-MAMS	Not applicable	Design/ development progress to be	Not applicable	Not applicable	M Msimanga E Sauls



		reviewed on ongoing basis			D van Heerden
Intervention 2: eMAMS	Target at 31 December 2019	Progress achieved 1 September– 31 December 2019 2019	Reason for Variance	Remedial Action	Responsible Manager
Output 2.5: Monitoring and Review of e-MAMS	DUPLICATION				
Intervention 2: eMAMS	Target at 31 December 2019	Progress achieved 1 September– 31 December 2019 2019	Reason for Variance	Remedial Action	Responsible Manager
Output 2.6: Final Refinement and Packaging	Not Applicable	Only applicable at later stage	Not applicable	Not applicable	M Msimanga E Sauls D van Heerden
Intervention 3: LAUNCH AND MONITORING OF EMAMS	Target at 31 December 2019	Progress achieved 1 September– 31 December 2019 2019	Reason for Variance	Remedial Action	Responsible Manager
Output 3.1: Action Plan and Programme for launch	Design of action plan and programmes as well as marketing material	Ongoing improvement and awareness in terms of web-based tracking system ⁴	Not applicable	Not applicable	M Msimanga E Sauls D van Heerden

⁴ <https://www.nelsonmandelabay.gov.za/Council.aspx?pageID=316>

Intervention 3: LAUNCH AND MONITORING OF EMAMS	Target at 31 December 2019	Progress achieved 1 September– 31 December 2019 2019	Reason for Variance	Remedial Action	Responsible Manager
Output 3.2: Official Launch of eMAMS	Not applicable	Only applicable at later stage; Pilot e-MAMS launched	Not applicable	Not applicable	M Msimanga E Sauls D van Heerden
Intervention 3: LAUNCH AND MONITORING OF EMAMS	Target at 31 December 2019	Progress achieved 1 September– 31 December 2019 2019	Reason for Variance	Remedial Action	Responsible Manager
Output 3.3: Monitoring and Review	Not applicable	Only applicable at later stage	Not applicable	Not applicable	M Msimanga E Sauls D van Heerden
Identify any reduction in Time, Cost and/or Number of Procedures in the end-to-end Dealing with Construction Permit process, supported by objective, documented evidence					
Reduction in terms of Time, Cost and/ or Number of Procedures yet to be assessed and documented					



Acceptance & Sign-Off

Prepared By: **MSW Potgieter**
Director: Strategic
Planning and Policy
Formulation
Human Settlement
Directorate

Name & Title

Signature

19 December 2019

Date

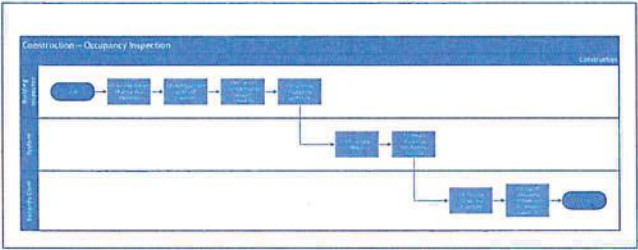
Approved By: **Name**
City Manager
City Name

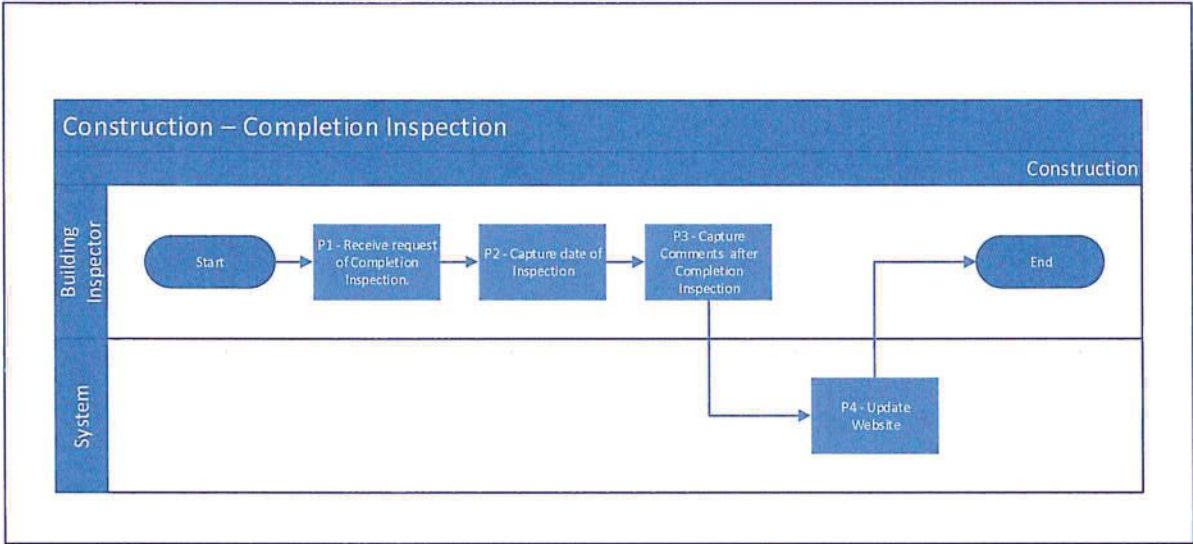
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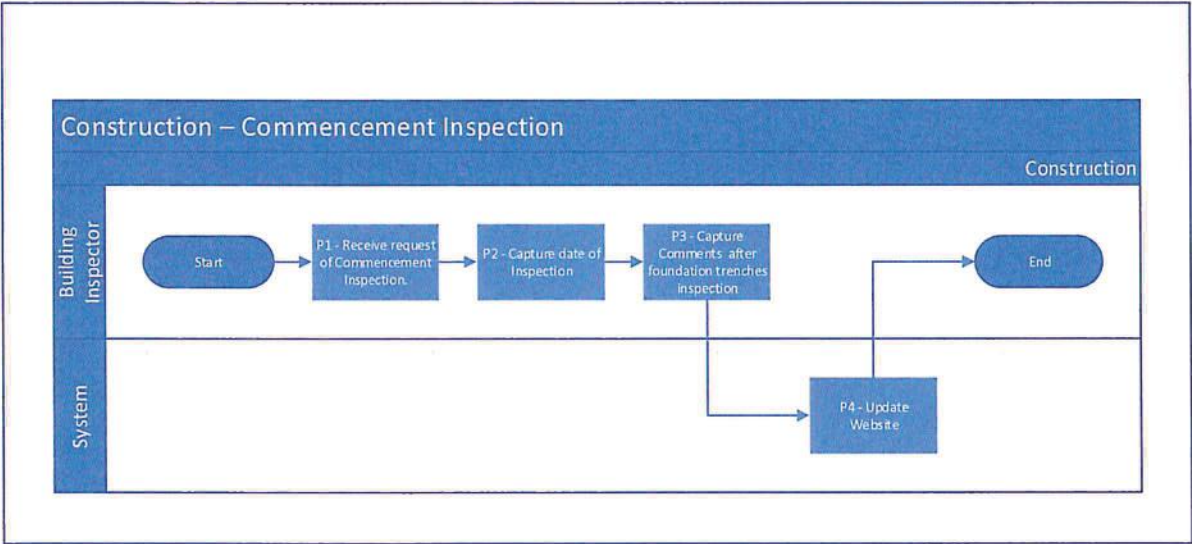
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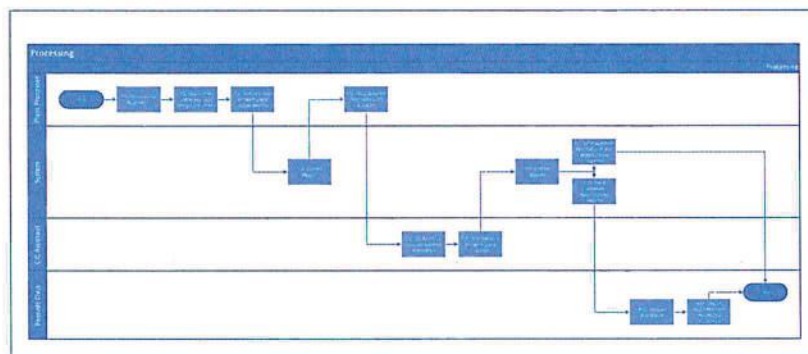
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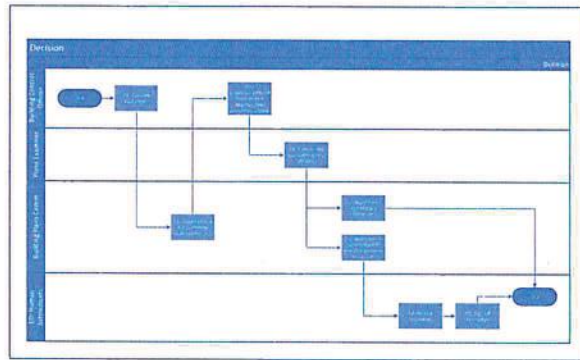
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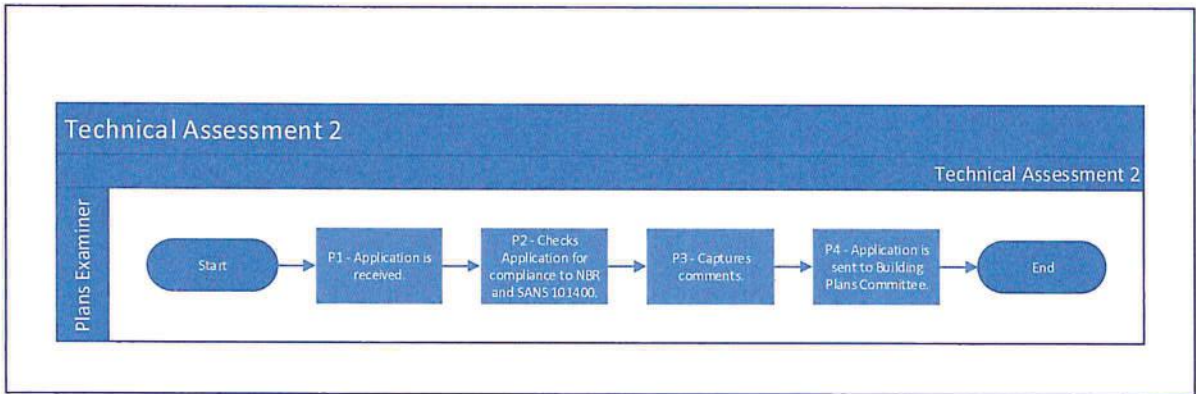












Re-Submission

Re-Submission

Applicant/
Owner

Start

P1 - Submit
Application

CIC Assistant

P2 - Receives the
application

P3 - Check if
application is
complete against
the checklist

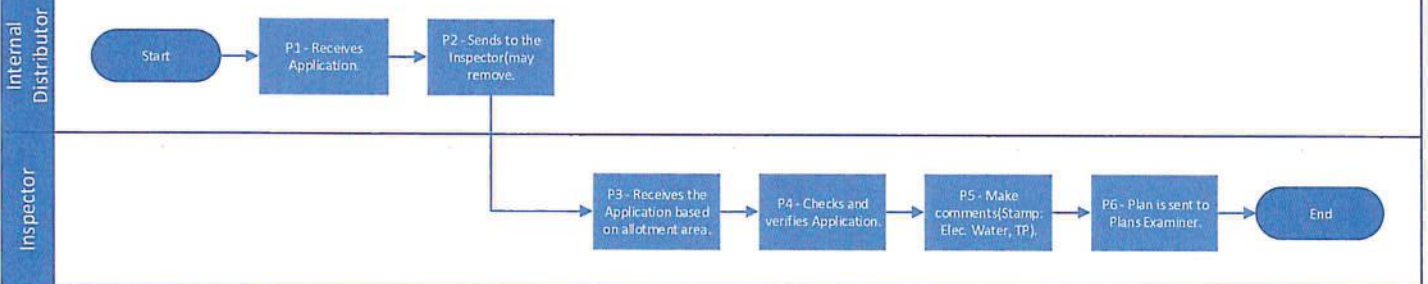
P4 - Plan is assigned
a building plan
number

P5 - Application is
forwarded to
Internal Circulation

End

Technical Assessment 1

Technical Assessment 1





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PORT ELIZABETH | UITENHAGE | DESPATCH

HOUSING & LAND

ATTENDANCE REGISTER

NAME OF MEETING: EMAMS
VENUE: 17th floor Boardroom meeting
DATE: 8 November 2019

NAME (BLOCK LETTERS, PLEASE)	SIGNATURE	DEPARTMENT	CONTACT DETAILS
Dina van Heerde		Communs.	Tel: 041 506 1479 Cell: 083 5801055 Email: welshandere@mandela.net.co.za
Franco Gilliers		COO	Tel: 614 974 Cell: Email: F.Gilliers@mandela.net.co.za
Alan du Vin		STP LP	Tel: 506 2458
Margaret Brown		Land Use	Tel: 306 2427 Cell: Email:
MTHUWISI MSIMANSA		HS / LP M	Tel: 041 506 1095 Cell: Email:
Rakesh Beekun		World Bank Group IFC	Tel: 083 212 4249 Cell: Email: rakesh.beekun@gmail.com
Olisa Butman		GI	Tel: Cell: 070 4901471 Email:

Schalk Potgieter

MSB

HS: LPM

0823741333
spotgieter@...



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M U N I C I P A L I T Y
PORT ELIZABETH Uitenhage Despatch

ATTENDANCE REGISTER

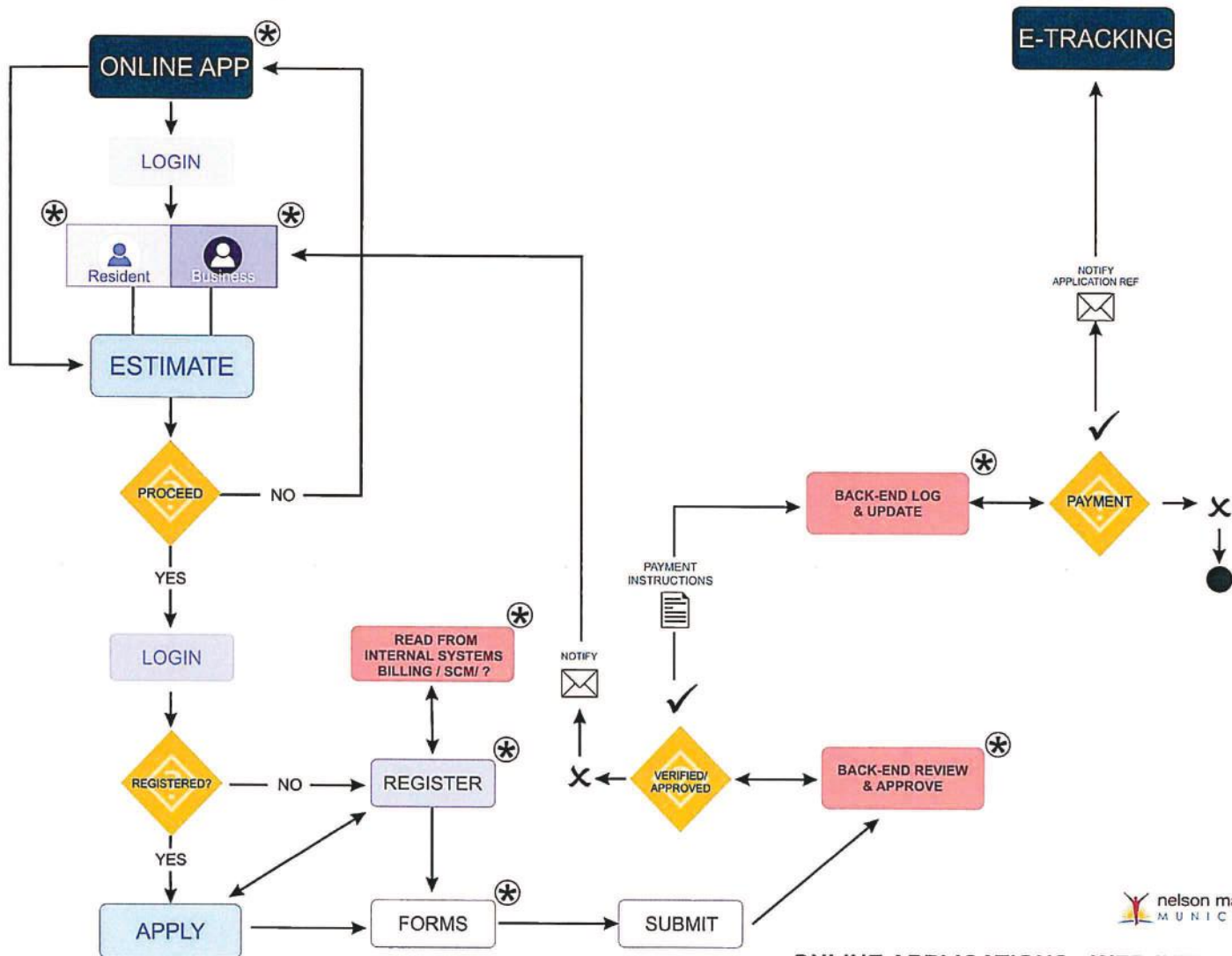
HOUSING & LAND

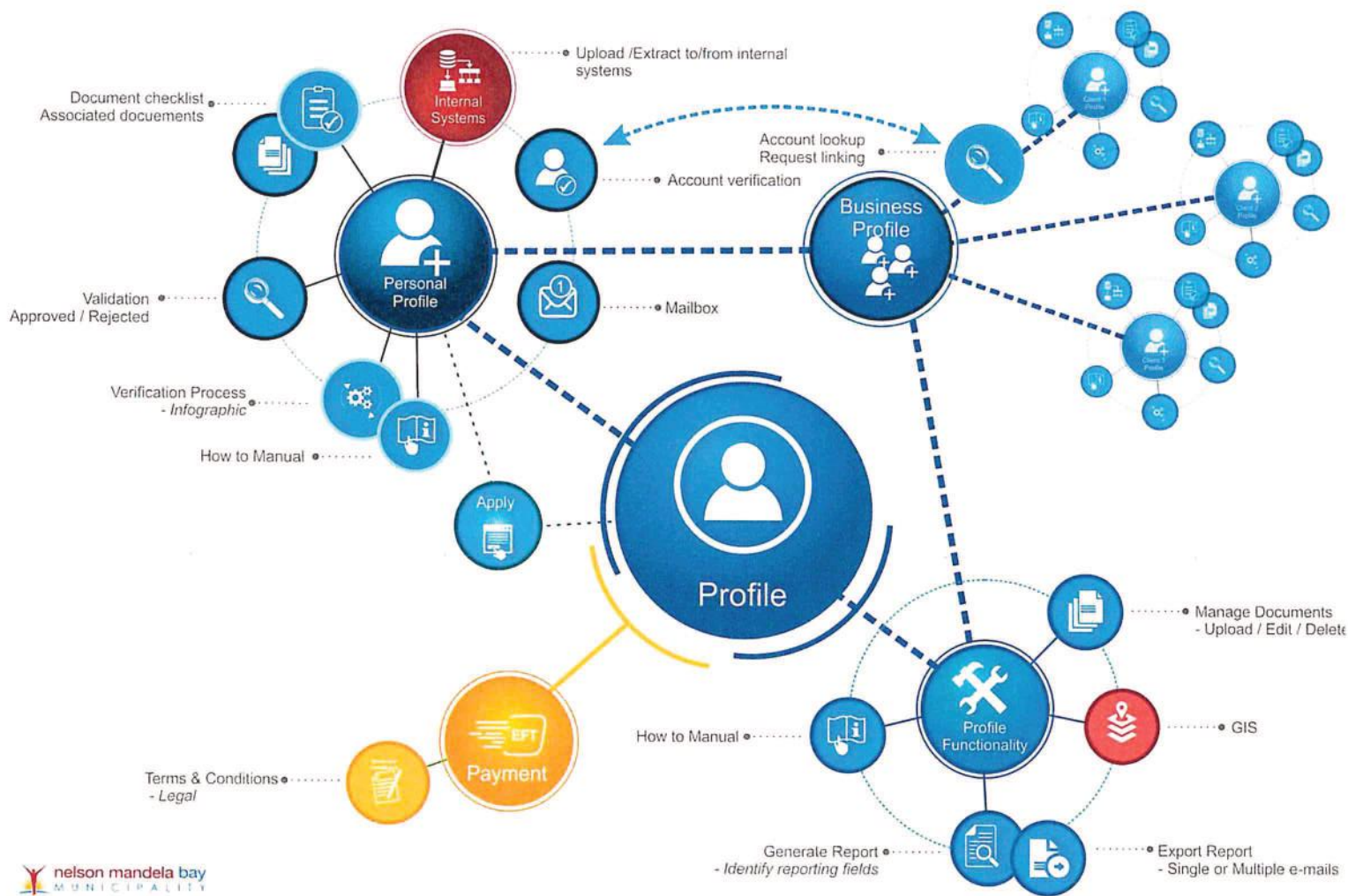
NAME OF MEETING: EMAMS

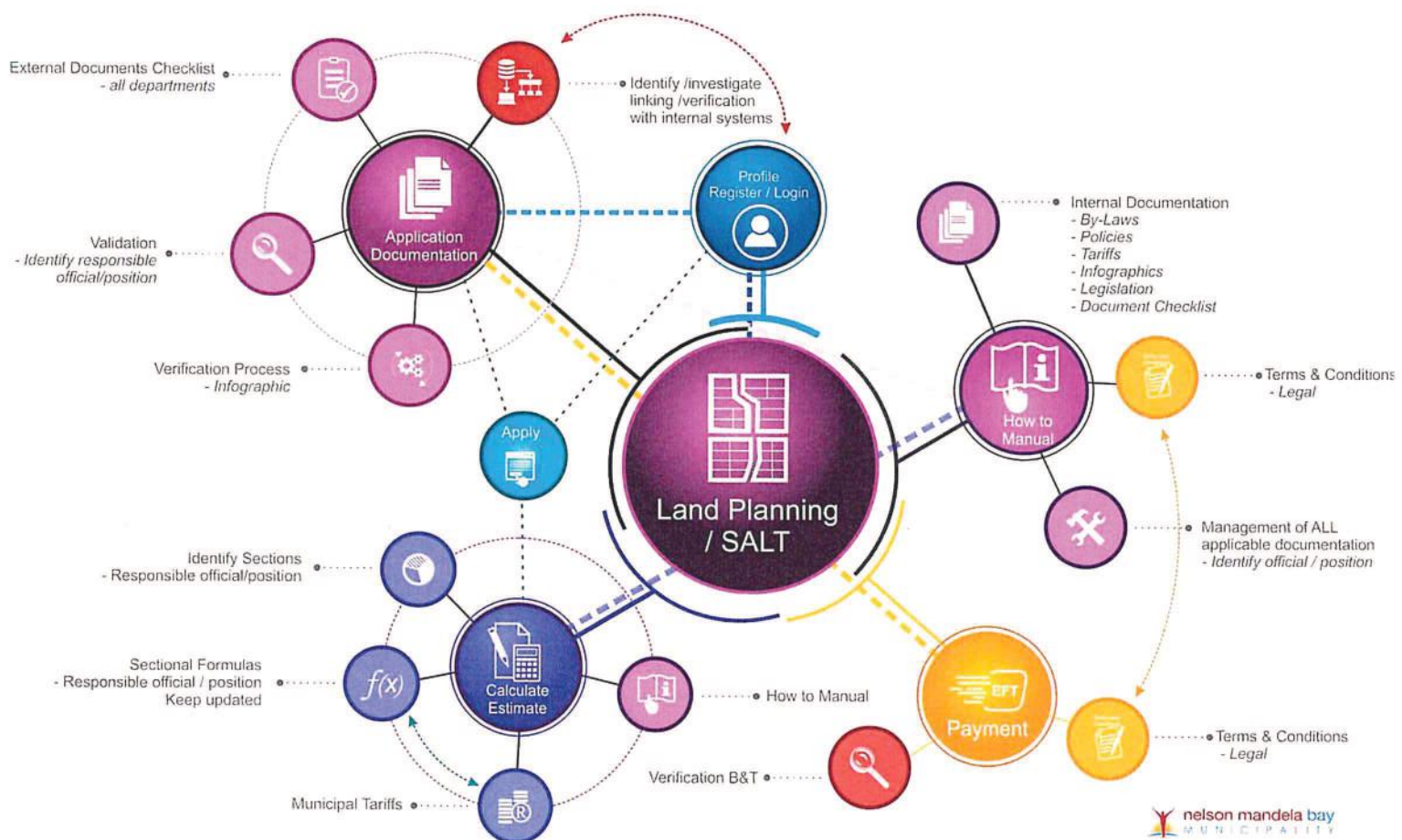
VENUE: 17th floor Boardroom meeting

DATE: 8 November 2019

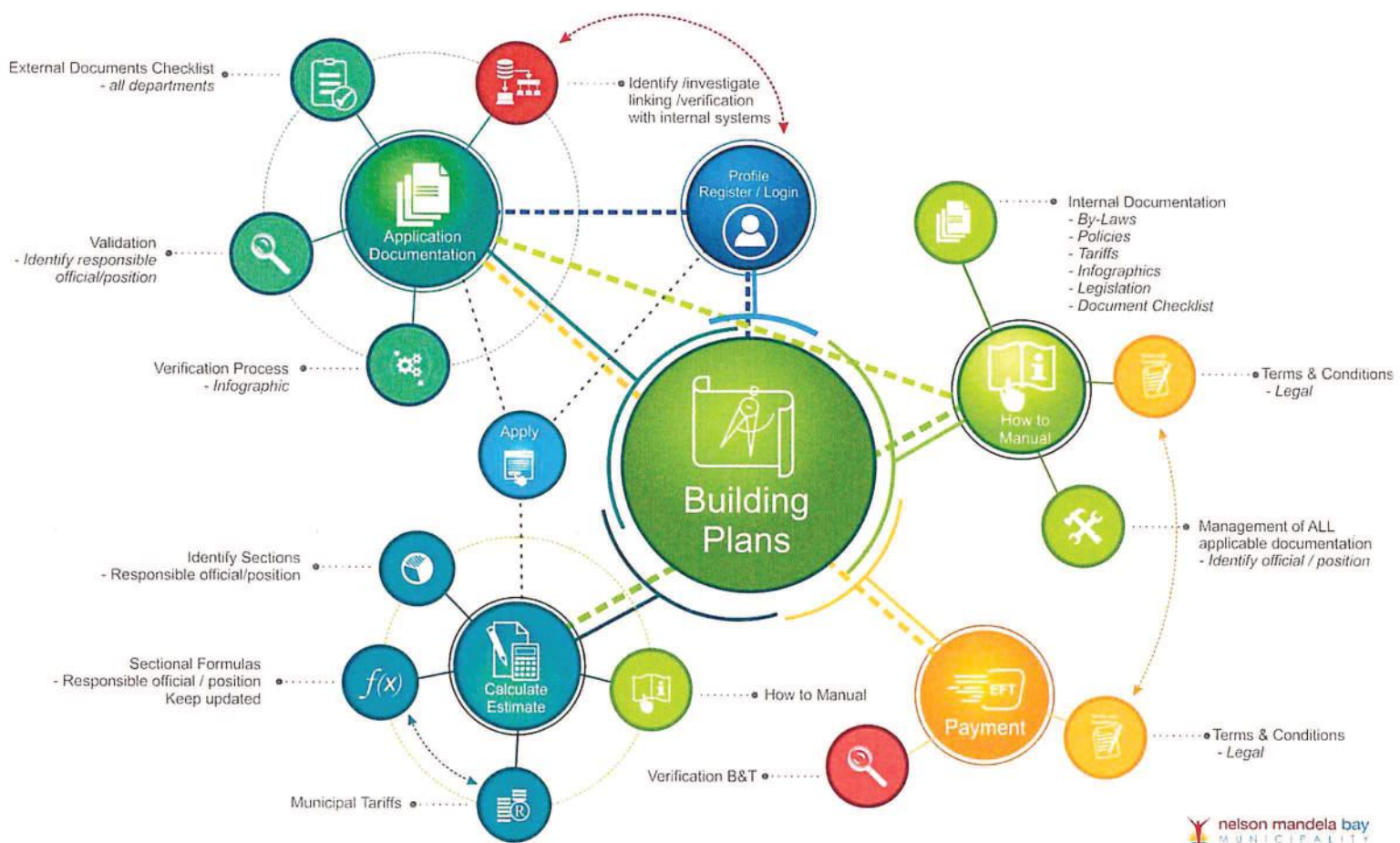
NAME (BLOCK LETTERS, PLEASE)	SIGNATURE	DEPARTMENT	CONTACT DETAILS
Christelle Marcus		HS: B1	Tel: 041 506 2188 Cell: 079490 0035 Email:
Neelunga Tyaga		and Planning	Tel: 041 506 2383 Cell: Email:
Maramisa MTHANIDAZO		HS/sem	Tel: 041 506 1254 Cell: 066 482 7579 Email: mthakamisa@mandelasoneto.gov.za
EMILIE SAULS		MITS	Tel: 041 506 2724 Cell: Email:
			Tel: Cell: Email:
			Tel: Cell: Email:
			Tel: Cell: Email:







ONLINE APPLICATIONS - WEB INTERFACE V1
LAND PLANNING / SALT - HIGH LEVEL OPERATION



ONLINE APPLICATIONS - WEB INTERFACE V1
BUILDING PLANS - HIGH LEVEL OPERATION





REGISTER

APPLY

TRACK

WEB INTERFACE

ONLINE APPLICATIONS

Concept V1: D van Heerden



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PROGRESS REPORT FOR PERIOD ENDING 30 SEPTEMBER 2019

Dealing with Construction Permits

1. Schalk Potgieter, Director: Strategic Planning and Policy Formulation, Human Settlements (Senior Management Lead/ Champion)
2. Fickerie Toyer, Chief Building Inspector, Human Settlements (Technical Coordinator)
3. Keith Coltman, Municipal Architect, Human Settlements (Work Team)
4. Lutho Nduvane, Director: Trade & Investment, Economic Development, Tourism and Agriculture (Work Team)

Getting Electricity

1. Luvuyo Magalela, Executive Director: Electricity & Energy (Senior Management Lead/Champion)
2. Tando Tsepane, Acting Senior Director Projects:
3. Angel Lusawana, Acting Director: Planning, Electricity & Energy
4. Roark Prinsloo, Electricity & Energy (Technical Coordinator)
5. Angel Lusawana, Technologist, Electricity & Energy (Work Team)

Registering Property

1. Karel Kramer, Chief Capital Accountant, Budget & Treasury (Senior Management Lead/Champion)
2. Roelf Weyers, Deputy Director: Rates & Valuations, Budget & Treasury (Work Team)



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City Doing Business Getting Electricity Reform Progress Report					
Intervention 1: Reduce the number of days taken to issue a quotation	Target at 30 June 2020	Progress achieved 01 September 2019 – December 2019	Reason for Variance	Remedial Action	Responsible Manager
1. Reduce the number of days to issue a quotation from 180 days to 60 days	Reduce the number of days to issue a quotation from 180 days to 60 days	The department has managed to reduce the no of days from 180 days to 30 days	Target met	None.	Angel Lusawana Director Planning
2. Create a Service Improvement Team	Team Create	Team Members are: Customer Services (Onke Mayana), Planning (Angel Lusawana), Distribution (Carl Hempel & Martin Basson), Technical Services (Lonwabo	Target met	None.	Roark Prinsloo Technologist



City Doing Business Getting Electricity Reform Progress Report					
		Ndlaleni and Willem Van Jaarsveld).			
		Drawing office: Justine Davids, IT, Vuyani Sakuba			
3. Integrate process time frames to the KPI Company by issuing monthly progress report by type of customer	Integrate process time frames to the KPI Company by issuing monthly progress report by type of customer	The department has added this process to the KPI's of E & E (Electricity and Energy) annually Monthly reports are directed to the Senior Director – Projects from the office of the Director: Planning.	Target met.	None.	Angel Lusawana Acting Director Planning
4. Strengthen the EPD (Electricity Planning Department) Organogram	Strengthen the EPD (Electricity Planning Department) Organogram	The department is currently busy with the to-be organogram structure, which is not approved currently. There is a section on the organogram that has	The E & E department's to-be organogram structure is not yet approved by HR.	Graduate Trainees are currently used to assist the Planning department to manage the projects for the new applications and upgrades.	Tando Tsepane Acting Senior Director



City Doing Business Getting Electricity Reform Progress Report				
		been proposed to deal with new connections.		
Intervention 2: On-line Application to apply for a new connection	Target at 30 June 2020	Progress achieved 01 September 2019 – December 2019	Reason for Variance	Remedial Action
Improved business process to include automating application which will reduce the number of days from 180 to 10 days	Improved business process to include automating application which will reduce the number of days from 180 to 10 days	Completed compiling Terms of Reference and will submit the documents to SCM for presentation to a Specification Committee	Existing systems are in place and co-ordination with Corporate IT is required, as this system will form the basis for other directorates to also utilise. Currently Corporate IT has limited staff to complete the On-Line application system within the next 2year therefore additional resources are required to assist the division.	Request for proposal will be advertised to test what the market can offer in terms of online application requirements.
				Responsible Manager Roark Prinsloo Senior Technologist



City Doing Business Getting Electricity Reform Progress Report					
	Target at 30 June 2020	Progress achieved 01 September 2019 – December 2019	Reason for Variance	Remedial Action	Responsible Manager
Intervention 3: Hire external service providers to carry external works	Appointment of external service providers to carry the installation and alterations for business customers. Reduce the number of days from 90 to 45 days maximum	The tender document to be presented at SCM Committees for advertisement	The Planning division is amending the document in order to achieve the goals set for outsourcing the services without compromising compliance with the SCM policies	Not Applicable	Tando Tsepene Acting Senior Director Projects
Intervention 4: Procure the major items for construction works	Target at 30 June 2020	Progress achieved 01 September 2019 – December 2019	Reason for Variance	Remedial Action	Responsible Manager
Major items for construction works (transformers, etc) will be procured and stored at Supply Chain	Procurement of major items for construction works through existing 3 years contract and keep at SCM stores.	Transformer contract is in place; Mini substation contract is in place.	None	Not applicable	Angel Sigangala Acting Director Planning

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City Doing Business Getting Electricity Reform Progress Report					
Management (SCM) stores, and be delivered to works Contractor for construction	Target at 30 June 2020	Switchgear contract is in place.	Reason for Variance	Remedial Action	Responsible Manager
Intervention 5: Install an Enterprise Asset Management System (EAMS/WMIS)		Progress achieved 01 September 2019 – December 2019			
Manage all the construction / installation works of the utility company with the support of the work management system	Integrating electrical connections in the ELLIPSE program (EAMS)	Currently looking at different systems that can be implemented. E&E proposed a division in the TO BE structure that will be dedicated to manage plant and assets of the directorate.	None	None	Roark Prinsloo Senior Technologist
Intervention 6: Create a Centralized Asset Database	Target at 30 June 2020	Progress achieved 01 September 2019 – December 2019	Reason for Variance	Remedial Action	Responsible Manager
Create a centralized asset database (including customer connections) using the	Create a centralized asset database (including customer connections) using the	Pilot project are being implemented to test the feasibility and integrations of service	There is currently limited funding available. Additional	Find Funding from other sources.	Luvuyo Magalela Acting Executive Director

City Doing Business Getting Electricity Reform Progress Report				
GIS to facilitate network operations and customer services	GIS to facilitate network operations and customer services	providers. There is currently a contract in place that can provide the software that is required to implement the customer network link (CNL)	staff is required to implement the CNL. Waiting on Service providers to implement the pilot project. Upgrading of PC's required for ESRI enterprise system to assist with the development of the CNL	Meetings have been setup with various service providers and a pilot project is in progress. Purchase upgraded PC's to utilise ESRI enterprise system for the Customer Network Link.
Intervention 7: Introduction of a One Stop Customer Care Office	Target at 31 October 2017	Progress achieved 01 September 2019 – December 2019	Reason for Variance	Responsible Manager
Introduction of a one-stop customer care office for application, data-capturing, distribution and issuing of quotations to customer.	No target set. Waiting for Retail and Commercial to submit their Action Plans	None.	None	Onke Mayana Retail and Commercial
			It was recommended that E&E does not require a dedicated One stop Customer care office due to the number of business customers.	



City Doing Business Getting Electricity Reform Progress Report					
Intervention 8: Create a One Stop Commercial care office	Target at 31 October 2017	Progress achieved 01 September 2019 – December 2019	Reason for Variance	Remedial Action	Responsible Manager
Create a one-stop commercial care office for small and medium sized commercial and business customers in Uitenhage and Port Elizabeth	No target set. Waiting for Retail and Commercial to submit their Action Plans	None.	None	It was recommended that E&E does not require a dedicated One stop Commercial care office due to the number of business customers.	Onke Mayana Retail and Commercial
Intervention 9: Create a Large Customer Unit	Target at 31 October 2017	Progress achieved 01 September 2019 – December 2019	Reason for Variance	Remedial Action	Responsible Manager
Create a large customer unit for personalized full attention of large user, including small and medium sized commercial and business customers	No target set. Waiting for Retail and Commercial to submit their Action Plans	None.	None	It was recommended that a Large customer unit is not required due to the number of business customers at E&E.	Onke Mayana Retail and Commercial



City Doing Business Getting Electricity Reform Progress Report					
Intervention 10: Introduction of a call centre for full assistance	Target at 31 October 2017	Progress achieved 01 September 2019 – December 2019	Reason for Variance	Remedial Action	Responsible Manager
Specification of the call centre for full commercial and distribution assistance	No target set. Waiting for Retail and Commercial to submit their Action Plans	None.	None.	It was recommended that a dedicated call centre is not required due to the number of business customers at E&E.	Onke Mayana Retail and Commercial
Intervention 11: Publish process information on the web site	Target at 31 October 2017	Progress achieved 01 September 2019 – December 2019	Reason for Variance	Remedial Action	Responsible Manager
Publish on the NMBM's website all the information on the getting-electricity process	Publish on the NMBM's website all the information on the getting-electricity process	Application Form is on the NMBM website Meetings held with IT and Communication's Webmaster regarding update for a separate webpage for E & E	None	None	Roark Prinsloo Senior Technologist

Nelson Mandela Bay Metropolitan Municipality

MAJOR MILESTONE OR DELIVERABLE	TIME FRAME	COMMENTS
Intervention 1: Reduce the number of days taken to issue a quotation	Target met ①	Project Managers adapted to the introduced process. The number of days has been reduced to 30 days
Output 1.1: Reduce the number of days to issue a quotation from 180 days to 60 days		
Output 1.2: Create an Electricity Improvement Team	Target met ②	A Getting Electricity Team has been confirmed. First meeting took place in August 2017.
Output 1.3: Integrate process time frames to the KPI Company by issuing monthly progress report by type of customer	Target met ③	The department has added this process to the KPI's of E & E (Electricity and Energy) score card.
Output 1.4: Strengthen the EPD (Electricity Planning Department) Organogram	To be confirmed ④	The department is currently busy with the to-be organogram structure, which is unapproved currently
Intervention 2: On-line Application to apply for a new connection	August 2017 to June 2020	Meetings were held with corporate IT (MIS) regarding the EMAMS (Electronic Municipal Applications Management System) Currently in final stages of compiling the terms of reference for the tender document Request for proposal will be advertised to test what the market can offer in terms of online application requirements. Limited budget has been made available.
Output 2: Improved business process to include automating application which will reduce the number of days from 180 to 10 days		

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Intervention 3: Hire external service providers to carry external works Output 3: Appointment of external service providers to carry the installation and alterations for business customers. Reduce the number of days from 90 to 45 days maximum Intervention 4: Procure the major items for construction works Output 4: Procurement of major items for construction works through existing 3 years contract and keep at SCM stores. Intervention 5: Install an Enterprise Asset Management System (EAMS/WMIS) Output 5: Integrating electrical connections in the ELLIPSE program (EAMS)	August 2017 To June 2020 June 2020 August 2017 To June 2020	The draft tender document was presented to the Acting Director Planning for comments, modifications are being made to the draft tender document before it can be submitted to the SCM committees for advertisement. Major material has been ordered and stored at SCM stores, two major contracts are in place. Transformers are in stock Switchgear contract in place, awaiting delivery for the first order. Minisubstation contract in place. Site visit was held at EThekweni Municipality in April 2018. No funding available to procure the two systems. E&E proposed a division in the TO BE structure that will be dedicated to manage plant and assets of the directorate.



Intervention 6: Create a Centralized Asset Database	To be confirmed	Pilot project are being implemented to test the feasibility and integrations of service providers.
Output 6: Create a centralized asset database (including customer connections) using the GIS to facilitate network operations and customer services		A limited budget has been provided to develop a customer Network Link with the use of the ESRI GIS system.
Intervention 7: Introduction of a One Stop Customer Care Office	To be confirmed	The first strategic meeting was held on the 27 March 2019.
Output 7: Introduction of a one-stop customer care office for application, data-capturing, distribution and issuing of quotations to customer.		It was recommended that E&E does not require a dedicated One stop Customer care office due to the number of business customers. ⁴
Intervention 8: Create a One Stop Commercial care office	To be confirmed	Institutional meeting was held to discuss and get a way forward regarding the implementation of one stop shop. E & E Retail and Commercial submitted all the documentation that was required. ³
Output 8: Create a one-stop commercial care office for small and medium sized commercial and business customers in Uitenhage and Port Elizabeth		It was recommended that E&E does not require a dedicated One stop Commercial care office due to the number of business customers.
Intervention 9: Create a Large Customer Unit	To be confirmed	It was recommended that a Large customer unit is not required due to the number of business customers at E&E.
Output 9: Create a large customer unit for personalized full attention of large user, including small and medium sized commercial and business customers		¹

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Intervention 10: Introduction of a call centre for full assistance	To be confirmed	It was recommended that a dedicated call centre is not required due to the number of business customers at E&E.
Output 10: Specification of the call centre for full commercial and distribution assistance		D
Intervention 11: Publish process information on the web site	August 2017 To December 2019	Application Form is on the NMBM website Meetings held with IT and Communication's Webmaster regarding update for a separate webpage for E & E
Output 11: Publish on the NMBM's website all the information on the getting-electricity process		



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Doing Business in South Africa:

City Reform Progress Report

Nelson Mandela Bay Metropolitan Municipality



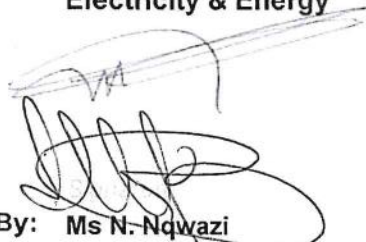
Acceptance & Sign-Off

Prepared By: Angel Lusawana, Acting Dir: E&E (Planning)


Signature

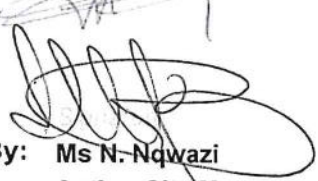
20/01/2020
Date

Approved By: Mr L. Magalela
Executive Director
Electricity & Energy



21/01/2020
Date

Approved By: Ms N. Nqwazi
Acting City Manager
Nelson Mandela Bay Metropolitan Municipality


Signature

28/01/2020
Date