

# POLOKWANE MUNICIPALITY



## PERFORMANCE AGREEMENT

**Revised**

**2025/26**

(1 July 2025)

**Ms. MOLATELO MASHEGO**

**DIRECTOR: PLANNING AND ECONOMIC  
DEVELOPMENT**

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**PERFORMANCE AGREEMENT**

**MADE AND ENTERED INTO BY AND BETWEEN:**

**THE POLOKWANE MUNICIPALITY**

**AS REPRESENTED BY THE MUNICIPAL MANAGER**

**MS. THUSO NEMUGUMONI**

(herein and after referred to as the Employer)

**AND**

**DIRECTOR: PLANNING AND ECONOMIC DEVELOPMENT**

**Ms. MOLATELO MASHEGO**

(herein and after referred to as the Employee)

**FOR THE**

**FINANCIAL YEAR:**

**01 JULY 2025 – 30 JUNE 2026**

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## **1. INTRODUCTION**

- 1.1 The Employer has entered into a contract of employment with the Employee in terms of section 57(1)(a) of the Local Government: Municipal Systems Act 32 of 2000 ("the Systems Act"). The Employer and the Employee are hereinafter referred to as "the Parties";
- 1.2 Section 57(1)(b) of the Systems Act, read with the Contract of Employment concluded between the parties, requires the parties to conclude an annual performance agreement;
- 1.3 The parties wish to ensure that they are clear about the goals to be achieved, and secure the commitment of the Employee to a set of outcomes that will secure local government policy goals;
- 1.4 The Parties wish to ensure that there is compliance with Sections 57 (4A), 57 (4B) and 57 (5) of the Systems Act;
- 1.5 In this Agreement, the following terms will have the meaning ascribed thereto:
  - 1.5.1 "this Agreement" – means the performance Agreement between the Employer and the Employee and the Annexures thereto;
  - 1.5.2 "the Executive Committee" – means the Executive Committee of council constituted in terms of the Structures Act (Local Government: Municipal Structures Act 117 of 1998) as represented by its chairperson, the Mayor;
  - 1.5.3 "the Employee" means the **Director: Planning and Economic Development** appointed in terms of Section 56 of the Systems Act;
  - 1.5.4 "the Employer" = means Polokwane Municipality; and
  - 1.5.5 "the parties" means the Employer and the Employee.

## **2. PURPOSE OF THIS AGREEMENT**

**The purpose of this Agreement is to:**

- 2.1 Comply with the provisions of Section 57(1)(b), (4A), (4B) and (5) of the Act as well as the employment contract entered into between the parties;

- 2.2 Specify objectives in terms of the key performance indicators and targets defined and agreed with the employee and to communicate to the employee the employer's expectations of the employee's performance and accountabilities in alignment with the Integrated Development Plan, Service Delivery and Budget Implementation Plan (SDBIP) and the Budget of the municipality;
- 2.3 Specify accountabilities as set out in a Performance Plan, which forms an Annexure to the Performance Agreement;
- 2.4 Monitor and measure performance against set targeted outputs;
- 2.5 Use the Performance Agreement as the basis for assessing whether the employee has met the performance expectations applicable to his or her job;
- 2.6 In the event of outstanding performance, to appropriately reward the employee;
- 2.7 Give effect to the employer's commitment to a performance-orientated relationship with its employee in attaining equitable and improved service delivery.

### **3. COMMENCEMENT AND DURATION**

- 3.1 This Agreement will commence on **01 July 2025** and will remain in force until **30 June 2026** thereafter a new Performance Agreement, Performance Plan and Personal Development Plan shall be concluded between the parties for the next financial year or any portion thereof;
- 3.2 The parties will conclude a new Performance Agreement that replaces this Agreement at least once a year by not later than 31<sup>st</sup> of July of the succeeding financial year;
- 3.3 This Agreement will terminate on the termination of the Employee's contract of employment for any reason; and
- 3.4 The content of this Agreement may be revised at any time during the above-mentioned period to determine the applicability of the matters agreed upon;
- 3.5 If at any time during the validity of this Agreement the work environment alters (whether as a result of government or Council decisions or otherwise) to the extent

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that the contents of this Agreement are no longer appropriate, the contents shall immediately be revised

#### **4. PERFORMANCE OBJECTIVES**

4.1 The Performance Plan (Annexure A) sets out-

- 4.1.1 The performance objectives, key performance indicators and targets that must be met by the Employee;
- 4.1.2 The time frames within which those performance objectives and targets must be met; and.
- 4.1.3 The core competency requirements (Annexure C – definitions) as the management skills regarded as critical to the position held by the Employee

4.2 The performance objectives, key performance indicators and targets reflected in Annexure A are set by the Employer in consultation with the Employee and based on the Integrated Development Plan, Service Delivery and Budget Implementation Plan (SDBIP) and the Budget of the Employer, and shall include:

- 4.2.1 key objectives that describe the main tasks that need to be done;
  - 4.2.2 key performance indicators that provide the details of the evidence that must be provided to show that a key objective has been achieved;
  - 4.2.3 target dates that describe the time frame in which the targets must be achieved; and
  - 4.2.4 weightings showing the relative importance of the key objectives to each other;
- 4.3 The Personal Development Plan (Annexure B) sets out the employee's personal development requirements in line with the objectives and targets of the Employer; and
- 4.4 The Employee's performance will, in addition, be measured in terms of contributions to the goals and strategies set out in the Employer's Integrated Development Plan.

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## **5. PERFORMANCE MANAGEMENT SYSTEM**

- 5.1 The Employee agrees to participate in the performance management system that the Employer adopts or introduces for the Employer, management and municipal staff of the Employer;
- 5.2 The Employee accepts that the purpose of the performance management system will be to provide a comprehensive system with specific performance standards to assist the Employer, management and municipal staff to perform to the standards required;
- 5.3 The Employer will consult the Employee about the specific performance standards that will be included in the performance management system as applicable to the Employee;
- 5.4 The Employee undertakes to actively focus towards the promotion and implementation of the KPAs (including special projects relevant to the employee's responsibilities) within the local government framework;
- 5.5 The criteria upon which the performance of the Employee shall be assessed shall consist of two components, Operational Performance (in the form of key performance indicators (KPIs) under specific Key Performance Areas (KPAs)) and Core Competency Requirements (CCRs), both of which shall be contained in the Performance Agreement.
  - 5.5.1 The Employee must be assessed against both components, with a weighting of 80:20 allocated to the Key Performance Areas (KPAs) and the Core Competency Requirements (CCRs) respectively.
  - 5.5.2 Each area of assessment will be weighted and will contribute a specific part to the total score.
  - 5.5.3 KPAs covering the main areas of work will account for 80% and CCRs will account for 20% of the final assessment.
- 5.6 The Employee's assessment will be based on his / her performance in terms of the key performance indicator outputs / outcomes identified as per attached Performance Plan (Annexure A), which are linked to the KPA's, and will constitute 80% of the overall assessment result as per the weightings agreed to between the Employer and Employee:

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KPA No.	Key Performance Areas	100%
1	Municipal Institutional Development and Transformation	N/A
2	Basic Service Delivery	N/A
3	Local Economic Development (LED)	40%
4	Municipal Financial Viability and Management	N/A
5	Good Governance and Public Participation	20%
6	Spatial Rationale	40%
		Converted to 100%

- 5.7 Manager's responsibilities are also directed in terms of the abovementioned key performance areas. In the case of managers directly accountable to the Municipal Manager, other key performance areas related to the functional area of the relevant manager can be added subject to negotiation between the municipal manager and the relevant manager
- 5.8 The CCRs will make up the other 20% of the Employee's assessment score. CCRs that are deemed to be most critical for the Employee's specific job should be selected (✓) from the list below as agreed to between the Employer and Employee. Three of the CCRs are compulsory for Municipal Managers:

CORE MANAGERIAL COMPETENCIES <sup>1</sup>	✓ <sup>2</sup>	WEIGHTING %	LEVEL <sup>3</sup>
Strategic Capability and Leadership		10	
Programme and Project Management		10	
Financial Management	✓	5	
Change Management		5	
Knowledge Management		5	
Service Delivery Innovation		10	
Problem Solving and Analysis		15	
People Management and Empowerment	✓	10	
Client Orientation and Customer Focus	✓	5	
Communication		10	
Accountability and Ethical Conduct		15	
TOTAL PERCENTAGE		100%	
		Converted to 20%	

<sup>1</sup>as published and defined within the Draft Competency Guidelines,  
Government Gazette 23, March 2007

<sup>2</sup>✓ Compulsory for municipal manager

<sup>3</sup>Proficiency level (1, 2 or 3) as stipulated in the Draft Competency  
Guidelines, Government Gazette 23, March 2007

## 6. PERFORMANCE ASSESSMENT

- 6.1 The Performance Plan (Annexure A) to this Agreement sets out:
- 6.1.1 The standards and procedures for evaluating the Employee's performance; and
  - 6.1.2 The intervals for the evaluation of the Employee's performance;
- 6.2 Despite the establishment of agreed intervals for evaluation, the Employer may in addition review the Employee's performance at any stage while the contract of employment remains in force;
- 6.3 Personal growth and development needs identified during any performance review discussion must be documented in a Personal Development Plan as well as the actions agreed to and implementation must take place within set time frames;
- 6.4 The Employee's performance will be measured in terms of contributions to the strategic objectives and strategies set out in the Employer's IDP
- 6.5 The Annual performance appraisal will involve:
- 6.5.1 Assessment of the achievement of results as outlined in the Performance Plan
    - (a) Each KPA should be assessed according to the extent to which the specified standards or performance indicators have been met and with due regard to *ad-hoc* tasks that had to be performed under the KPA
    - (b) Values are supplied for KPI's and Activities under each KPA as part of the Institutional Assessment. Based on the Target for an activity or KPI, over or under performance are calculated and converted to the 1-5-point scale automatically. These scores are carried over to the applicable employee's performance plan. During assessment, the employee has a chance to submit evidence of performance where a disagreement

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- (c) The Employee will submit his self-evaluation to the Employer prior to the formal assessment; and
- (d) An overall score will be calculated based on the total of the individual scores calculated above.

#### 6.5.2 Assessment of the CCRs:

- (a) Each CCR should be assessed according to the extent to which the specified standards have been met
- (b) An indicative rating on the five-point scale should be provided for each CCR
- (c) This rating should be multiplied by the weighting given to each CCR during the contracting process, to provide a score
- (d) An overall score will be calculated based on the total of the individual scores calculated above.

#### 6.5.3 Overall rating

- (a) An overall rating is calculated by adding the overall scores as calculated in 6.5.1 (d) and 6.5.2 (d) above; and
- (b) Such overall rating represents the outcome of the performance appraisal.

#### 6.6 The assessment of the performance of the Employee will be based on the following rating scale for KPIs and CCRs:

Level	% score	Terminology	Description
5	167	Outstanding Performance	Performance far exceeds the standard expected of an employee at this level. The appraisal indicates that the Employee has achieved above fully effective results against all performance criteria and indicators as specified in the PA and Performance Plan and maintained this in all areas of responsibility throughout the year.

<b>Level</b>	<b>% score</b>	<b>Terminology</b>	<b>Description</b>
4	133 – 166	Performance significantly above Expectations	Performance is significantly higher than the standard expected in the job. The appraisal indicates that the Employee has achieved above fully effective results against more than half of the performance criteria and indicators and fully achieved all others throughout the year.
3	100 – 132	Fully Effective	Performance fully meets the standards expected in all areas of the job. The appraisal indicates that the Employee has fully achieved effective results against all significant performance criteria and indicators as specified in the PA and Performance Plan.
2	67 – 99	Not fully Effective	Performance is below the standard required for the job in key areas. Performance meets some of the standards expected for the job. The review/assessment indicates that the employee has achieved below fully effective results against more than half the key performances criteria and indicators as specified in the PA and Performance Plan.
1	0 - 66	Unacceptable Performance	Performance does not meet the standard expected for the job. The review/assessment indicates that the employee has achieved below fully effective results against almost all of the performance criteria and indicators as specified in the PA and Performance Plan. The employee has failed to demonstrate the commitment or ability to bring performance up to the level expected in the job despite management efforts to encourage improvement.

6.7 For purpose of evaluating the performance of the Employee for the mid-year and year-end reviews, an evaluation panel constituted of the following persons will be established:

- 6.7.1 Municipal Manager
- 6.7.2 Chairperson of the Performance Audit Committee (PAC) or the Audit Committee (AC) in the absence of a performance audit committee

- 6.7.3 Member of the Mayoral Committee responsible for the portfolio of the senior manager;
- 6.7.4 A Municipal Manager from another municipality; and
- 6.7.5 The manager responsible for human resources of the municipality must provide secretariat services to the evaluation panels.

## **7. SCHEDULE FOR PERFORMANCE REVIEWS**

7.1 The performance of the Employee in relation to his performance agreement shall be reviewed on the following dates with the understanding that reviews in the first and third quarter may be verbal if performance is satisfactory:

<b>Quarter</b>	<b>Review Period</b>	<b>Review to be completed by</b>
1	July – September 2024	October 2025
2	October – December 2024	January 2026
3	January – March 2025	April 2026
4	April – June 2025	August 2026

7.2 The Employer shall keep a record of the mid-year review and annual assessment meetings;

7.3 Performance feedback shall be based on the Employer's assessment of the Employee's performance;

7.4 The Employer will be entitled to review and make reasonable changes to the provisions of Annexure "A" from time to time for operational reasons. The Employee will be fully consulted before any such change is made;

7.5 The Employer may amend the provisions of Annexure A whenever the performance management system is adopted, implemented and / or amended as the case may be. In that case the Employee will be fully consulted before any such change is made.

## **8. DEVELOPMENTAL REQUIREMENTS**

The Personal Development Plan (PDP) for addressing developmental gaps is attached as Annexure B. Such Plan may be implemented and/or amended as the case may be

after each assessment. In that case, the Employee will be fully consulted before any such change or plan is made.

## **9. OBLIGATIONS OF THE EMPLOYER**

### **9.1 The Employer shall:**

- 9.1.1 Create an enabling environment to facilitate effective performance by the employee;
- 9.1.2 Provide access to skills development and capacity building opportunities;
- 9.1.3 Work collaboratively with the Employee to solve problems and generate solutions to common problems that may impact on the performance of the Employee;
- 9.1.4 On the request of the Employee, delegate such powers reasonably required by the Employee to enable him / her to meet the performance objectives and targets established in terms of this Agreement; and
- 9.1.5 Make available to the Employee such resources as the Employee may reasonably require from time to time assisting him/her to meet the performance objectives and targets established in terms of this Agreement.

## **10. CONSULTATION**

### **10.1 The Employer agrees to consult the Employee timeously where the exercising of the powers will have amongst others:**

- 10.1.1 A direct effect on the performance of any of the Employee's functions
- 10.1.2 Commit the Employee to implement or to give effect to a decision made by the Employer
- 10.1.3 A substantial financial effect on the Employer

### **10.2 The Employer agrees to inform the Employee of the outcome of any decisions taken pursuant to the exercise of powers contemplated in 10.1 as soon as is practicable to enable the Employee to take any necessary action without delay**

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## **11. MANAGEMENT OF EVALUATION OUTCOMES**

- 11.1 The evaluation of the Employee's performance will form the basis for rewarding outstanding performance or correcting unacceptable performance.
- 11.2 A performance bonus of 5% to 14% of the all-inclusive annual remuneration package may be paid to the Employee in recognition of outstanding performance to be constituted as follows:
  - 11.2.1 A score of 130% to 149% is awarded a performance bonus ranging from 5% to 9%; and
  - 11.2.2 A score of 150% and above is awarded a performance bonus ranging from 10% to 14%.
- 11.3 In the case of unacceptable performance, the Employer shall:
  - 11.3.1 Provide systematic remedial or developmental support to assist the Employee to improve his or her performance;
  - 11.3.2 After appropriate performance counselling and having provided the necessary guidance and/ or support as well as reasonable time for improvement in performance, the Employer may consider steps to terminate the contract of employment of the Employee on grounds of unfitness or incapacity to carry out his or her duties.

## **12. DISPUTE RESOLUTION**

- 12.1 In the event that the Employee is dissatisfied with any decision or action of the Employer in terms of this Agreement, or where a dispute or difference arises as to the extent to which the Employee has achieved the performance objectives and targets established in terms of this Agreement, the Employee may within 3 (three) business days, meet with the Employer with a view to resolving the issue. The employer will record the outcome of the meeting in writing;
- 12.2 If the Parties cannot resolve the issues within 10 (ten) business days, an independent arbitrator, acceptable to both parties, shall be appointed to resolve the matter within 30 (thirty) business days; and
- 12.3 In the event that the mediation process contemplated above fails, the relevant clause of the Contract of Employment shall apply.

### **13. GENERAL**

- 13.1 The contents of this agreement and the outcome of any review conducted in terms of Annexure A may be made available to the public by the Employer;
- 13.2 Nothing in this agreement diminishes the obligations, duties or accountabilities of the Employee in terms of his/ her contract of employment, or the effects of existing or new regulations, circulars, policies, directives or other instruments; and
- 13.3 The performance assessment results of the Municipal Manager must be submitted to the MEC responsible for local government in the relevant province as well as the national minister responsible for local government, within fourteen (14) days after the conclusion of the assessment.

Thus done and signed at ..... Polokwane ..... on this the ..... 11 ..... day of  
..... July ..... 2025

#### **AS WITNESSES:**

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**DIRECTOR: PLANNING AND ECONOMIC  
DEVELOPMENT**

2. \_\_\_\_\_

Thus done and signed at ..... on this the ..... day of  
..... 2025

#### **AS WITNESSES:**

1. \_\_\_\_\_

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**MUNICIPAL MANAGER**

2. \_\_\_\_\_

## ANNEXURE A

Project Number	SBU	Key Performance Indicator (KPI)	Unmet Measurable (UOM)	Proposed Budget	Responsible Official	Performance Baseline	Annual Target	Q1 POE	Q2 POE	Q3 POE	Q4 POE	Q4 Target Description	Q4 Rate 4	Portfolio of Evidence (POE)	
												Q1 Targ et Description	Q2 Targ et Description	Q3 Targ et Description	Q4 Targ et Description
BS-DT-L39	N/A	Spatial Planning	% of illegal outdoor advertisement notices served upon 30 days of detection	N/A	Manager: City Planning	100%	100%	% of building contravention notices served upon 30 days of detection	100%	% of building contravention notices served upon 30 days of detection	100%	Quarterly report, List of contravention notices issued	100%	Quarterly report, List of contravention notices issued	100%
BS-DT-L40	N/A	Spatial Planning	% of illegal land uses notices served upon 30 days of detection	N/A	Manager: City Planning	100%	100%	% of planned inspections as legislated per quarter	100%	% of planned inspections as legislated per quarter	100%	Quarterly Report	100%	Quarterly Report	100%

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Project Number	SBU	Key Performance Indicator (KPI)	Unit of Measurement	Proposed Budget	Responsible Official	Performance Baseline	Annual Target	Q1 Target Description	Q1 POE	Q2 POE	Q3 POE	Q4 POE	Portfolio of Evidence (POE)
BS-D-T-L43	N/A	Building inspections	% of building plans received and assessed within 90 days	N/A	Manager: Building Inspections	69.90%	100%	% of building plans received and assessed within 90 days	Quarterly report, List of building plan received and assessed within 90 days	100%	% of building plans received and assessed within 90 days	100%	Quarterly report, List of building plans received and assessed within 90 days
BS-D-T-L44	N/A	Building Inspections	% of occupation certificate applications received and finalised within 90 days	N/A	Manager: Building Inspections	63.70%	100%	% of occupation certificate applications received and assessed within 90 days	Quarterly report, List of Occupation applications received and assessed	100%	% of occupation certificate applications received and assessed within 90 days	100%	Quarterly report, List of Occupation applications received and assessed within 90 days

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Project Number	SBU	Key Performance Indicator (KPI)	Unit of Measurement (UoM)	Proposed Budget	Responsible Official	Performance Baseline	Annual Target	Q1 Target	Q1 POE	Q2 Target	Q2 POE	Q3 Target	Q3 POE	Q4 Target	Q4 POE	Portfolio of Evidence (POE)
#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#
BSD-TL4-6	Info rma l settle ment:	Human settle men t: Progr am upg radi ng	Number of BNG houses build for the implementation of phase 3 of the upgrading program and Qualit y assurance	R 27 175 800	Manager: Huma n settlement	New	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Appointment Letters, Service Level Agreement of appointed contractors
BSD-TL4-7	Rural Housing Projects	Human settle ment: Progra mme imple mentation and	Number of Rural Housing units (BNG) complet ed	R46 017 688	Manager: Huma n settlement	New 0	20	Construction	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Status report and Happy Letters/ Certificate of Occupancy

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Project Number	SBU	Key Performance Indicator (KPI)	Unmet Needs	Proposed Budget	Responsible Official	Performance Baseline	Annual Target	Q1 Target	Q1 POE	Q2 Target	Q2 POE	Q3 Target	Q3 POE	Q4 Target	Q4 POE	Portfolio of Evidence (POE)
																Status Report and Happy Letters/Certificate of Occupancy
		Quality assurance					rural areas									Houses (Informal Settlement Upgrading) including Urban Infill
BSD - TL4 - 8	Urban Housing	Human settlement: program completed	Number of Urban housing units (BNG) completed	# N/A	Manager Human settlement:	New	10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	10	100% of Construction, inspection and approval of BNG houses (Informal Settlement Upgrading) including Urban Infill

Project Number	SBU	Key Performance Indicator (KPI)	Unit of Measurement (UOM)	Proposed Budget	Responsible Officer	Annual Baseline	Annual Target	Q1 Target	Q1 POE	Q2 Target	Q2 POE	Q3 Target	Q3 POE	Q4 Target	Q4 POE	Portfolio of Evidence (POE)
BSD TL4-9	Identification on, pro t: Planni ng, and app roval of ben ifici ari es for	Human settle ment: Construc tion of Low Cost Housing (RDP) in Rural and Urban areas of the Municipality	#	50 000	Manager: Human settlement:	New	25	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Submission list by Councilors per Ward
LED TL-01	Economic Development and Tourism	Number of accredited workshops and sessions conducted	#	R3 50 000	Manager: ED&T	17	40	12	Attendance register, Reports and pictures	8	Number of accredited workshops and sessions conducted for	12	Attendance register, Reports and pictures	12	Attendance register, Reports and pictures	Attendance register, Reports and pictures

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Project Number	SBU	Key Performance Indicator (KPI)	Unmet Measurables	Proposed Budget	Performance Baseline	Annual Target	Q1 POE	Q2 POE	Q3 POE	Q4 POE	Portfolio of Evidence (POE)
Project Number	SBU	Key Performance Indicator (KPI)	Unmet Measurables	Proposed Budget	Performance Baseline	Annual Target	Q1 Target Description	Q2 Target Description	Q3 Target Description	Q4 Target Description	Portfolio of Evidence (POE)
Project Number	SBU	Key Performance Indicator (KPI)	Unmet Measurables	Proposed Budget	Performance Baseline	Annual Target	Q1 Target Description	Q2 Target Description	Q3 Target Description	Q4 Target Description	Portfolio of Evidence (POE)
LED_TL_02	N/A	Economic Development and Tourism	Number of exhibitions facilitated by the municipality by 30 June each year	# R1 00 000	Manager: ED&T	23	20	Number of exhibitions/Flea market conducted by the Municipality with other stakeholders for the financial year.	Reports, Attendance register and Pictures	5	Number of exhibitions/Flea market conducted
											Report s,Attendance register and Pictures
											Report s,Attendance register and Pictures
											Report s,Attendance register and Pictures

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Project Number	SBU	Key Performance Indicator (KPI)	Unit of Measurement	Responsible Official	Annual Target Description	Q1 Target Description	Q1 POE	Q2 Target Description	Q2 POE	Q3 Target Description	Q3 POE	Q4 Target Description	Q4 POE	Portfolio of Evidence (POE)
LED-TL-03	N/A	Economic Development and Tourism	Number of tourism and investment promotion	R6 # 40342	Manager: ED&T	20	10	Number of trade shows and exhibitions	3	Number of tourism and investment promotion	2	Number of tourism and investment promotion	3	Reports and Attendance registers
LED-TL-04	N/A	Economic Development and Tourism	Number of trader's opportunities created through Municipal initiative	N/A #	Manager: ED&T	220	22	Number of trader's opportunities created through Municipal initiative	25	Trader's trade at events during soccer	80	Traders trade at events during soccer	40	Attendance register, Reports and pictures

Project Number	SBU	Key Performance Indicator (KPI)	Unit of Measurement (UoM)	Progress (%)	Actual Performance Baseline	Annual Target	Q1 Target	Q1 POE	Q2 POE	Q3 POE	Q4 POE	Portfolio of Evidence (POE)
Quarter	Year	Report Type	Budget	Actual	Baseline	Target	Description	Description	Description	Description	Description	Report on the Performance of the Local Economy
Q1	2024	Annual Report	\$100k	85%	2024/25	25%	20%	Matches and festivals for economic benefit	N/A			
Q2	2024	Quarterly Report	\$50k	90%	2024/26	26%	21%	Matches and festivals for economic benefit	N/A			
Q3	2024	Quarterly Report	\$50k	95%	2024/27	27%	22%	Matches and festivals for economic benefit	N/A			
Q4	2024	Quarterly Report	\$50k	100%	2024/28	28%	23%	Matches and festivals for economic benefit	N/A			
LED-TL-05	N/A	Economic Development and Tourism	Number of reports on the performance of the local economy by 30	#	R150,000	Manager: ED&T	1	N/A	N/A	1	Reports on the performance of the local economy	Report on the Performance of the Local Economy

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Project Number	SBU	Key Performance Indicator (KPI)	Unmet Measurable Targets	Responsible Official	Performance Baseline	Annual Target Description	Q1 POE	Q2 POE	Q3 POE	Q4 POE	Portfolio of Evidence (POE)
Project Number	SBU	Key Performance Indicator (KPI)	Unmet Measurable Targets	Responsible Official	Performance Baseline	Annual Target Description	Q1 POE	Q2 POE	Q3 POE	Q4 POE	Portfolio of Evidence (POE)
LED-TL-06	Economic Development and Tourism	Number of meetings held with stakeholders in Economic Development by 30 June each year	#	N/A	Manager: ED&T	29	20	Number of meetings held with stakeholders	5 meetings held with stakeholders	5 meetings held with stakeholders	Meetings and Attendance Register and Pictures
LED-TL-07	Economic Development and Tourism	Number of trade missions participated in by 30 June each year	#	50,000	Manager: ED&T	2	2	Number of trade missions undertaken	N/A	1	Outward mission held within the Municipality
										N/A	Reports and attendance registrars

Project Number	SBU	Key Performance Indicator (KPI)	Unit of Measurement (UoM)	Proposed Budget	Responsible Officer	Performance Baseline	Annual Target	Q1 Target	Q1 POE	Q2 Target	Q2 POE	Q3 Target	Q3 POE	Q4 Target	Q4 POE	Portfolio of Evidence (POE)
LED TL-08	Economic Development	#	N/A	Manager: ED&T	Notarial lease for Light Industrial Park X26	4	1	Architectural designs of post incubation sites	N/A	N/A	N/A	1	Architectural designs of post incubation sites	N/A	N/A	Architectural design s
LED TL-09	Homeless and low-cost housing consumer education	%	R5 000	Manager: Program implementation and quality	Settlement: Progr amme implementation and qualit	New	10 0 %	Education on low-cost/ BNG home ownership, care and maint	Conduct Consumer Education and awareness sessions	Conduct Consumer Education and awareness sessions	Flyers and/or attendance register for presentations and workshops	10 0 %	Conduct Consumer Education and awareness sessions	10 0 %	Conduct Consumer Education and awareness sessions	Flyers and/or attendance register for presentations and workshops

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Project Number	SBU	Key Performance Indicator (KPI)	Unmet Needs	Proposed Budget	Responsible Official	Performance Baseline	Annual Target	Q1 Target	Q1 POE	Q2 Target	Q2 POE	Q3 Target	Q3 POE	Q4 Target	Q4 POE	Portfolio of Evidence (POE)	
																Quarter 1	Quarter 2
LED_O_S1	N/A	EDT	Number of certificates issued	#	N/A	Manager: ED&T	New	170	N/A	150	N/A	N/A	N/A	N/A	N/A	20	Number of certificates
																	attends, registers & pictures
																	certifies, attends, registers & pictures

Project Number	SBU	Key Performance Indicator (KPI)	Unit of Measurement (KPI)	Proposed Budget	Responsible Officer	Performance Baseline	Annual Target Description	Q1 POE	Q2 POE	Q3 POE	Q4 POE	Portfolio of Evidence (POE)
LED O-S2	EDT	Percent of SMEs supported through incubation	%	N/A	Manager: ED&T	New	0.25 % SMEs supported through incubation	Reports, attendance register,	0.25 % SMEs supported through incubation	Report s., attendance register,	0.25 % SMEs supported through incubation	Report s., attendance register,
LED O-S3	EDT	No of events calendar	#	N/A	Manager: ED&T	New	1 Event s calendar	Events calendar	1 No. Events calendar	Events calendar	1 No. Events calendar	Events calendar
LED O-S4	EDT	No of private sector investments	#	N/A	Manager: ED&T	New	5 Private e sector investments	N/A	N/A	N/A	N/A	List of investments, pictures
LED O-S5	EDT	no new businesses	#	N/A	Manager: ED&T	New	10 no new businesses	N/A	N/A	N/A	N/A	Database forms

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Project Number	SBU	Key Performance Indicator (KPI)	Unit of Measurement	Proposed Budget	Responsible Officer	Annual Baseline	Target Description	Q1 POE	Q2 POE	Q3 POE	Q4 POE	Portfolio of Evidence (POE)
			#	N/A	Manager: ED&T	New	street trading permits	15	street trading permits issued	street trading permits issued	street trading permit s issued	application form, lease agreement, permit
LED O-S6	EDT	No street trading permits	#	N/A	Manager: ED&T	New	street trading permits issued	15	street trading permits issued	street trading permits issued	street trading permit s issued	application form, lease agreement, permit
BS D-O-S7	OP EX	% Land development applications received and processed within 24 months of receipt	%	R 500,000.00	Manager: City Planning	100 %	% Land development applications received and processed within 24 months of receipt	10	% Land development applications received and processed within 24 months of receipt	% Land development applications received and processed within 24 months of receipt	% Land development applications received and processed within 24 months of receipt	MPT Minutes/Correspondence and Executive Letters
												MPT Minutes/Correspondence and Executive Letters

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Project Number	SBU	Key Performance Indicator (KPI)	Unit of Measurement	Proposed Budget	Responsible Official	Performance Baseline	Annual Target	Q1 Target	Q1 POE	Q2 Target	Q2 POE	Q3 Target	Q3 POE	Q4 Target	Q4 POE	Portfolio of Evidence (POE)	
			#	N/A	Manager: City Planning	Number of meetings held with traditional authorities on land use	4	11	1	Attendance Register/s/ Meeting Invitations or Minutes	Attendance Register/s/ Meeting Invitations or Minutes	1	Number of meetings held with traditional authorities on land use	1	Attendance Register/s/ Meeting Invitations or Minutes	1	Number of meetings held with traditional authorities on land use
BS D-OS-8	N/A OP EX	Spatial Planning and Land Use	#	N/A	Manager: City Planning	Number of meetings held with traditional authorities on land use	4	11	1	Number of meetings held with traditional authorities on land use	1	Number of meetings held with traditional authorities on land use	1	Number of meetings held with traditional authorities on land use	1	Number of meetings held with traditional authorities on land use	
BS D-OS-9	N/A	Spatial Planning	#	R 5 232 870	Manager: City Planning	Number of new township applications processed by 30 June each year	1	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	MPT Minutes / Correspondence and Executive Letters

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Project Number	SBU	Key Performance Indicator (KPI)	Unit of Measurement (UoM)	Responsible Official	Performance Bias	Annual Target Description	Q1 POE		Q2 POE		Q3 POE		Q4 POE		Portfolio of Evidence (POE)
							Q1 Target Description	Q1 Actual Target Description	Q2 Target Description	Q2 Actual Target Description	Q3 Target Description	Q3 Actual Target Description	Q4 Target Description	Q4 Actual Target Description	
BS D-OS 10	Review of Municipal Planning Bylaws OP EX	Spatial Planning (SPL UMA)	Number of Town Planning Policy Developed and Reviewed or amended.	N/A	Manager: City Planning	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Draft Town Planning Policy Report
BS D-OS 11	Building Inspections	% of planned inspections as legislated per quarter	N/A	N/A	Manager: Building Inspections	New	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	Quarterly Report

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Project Number	SBU	Key Performance Indicator (KPI)	Unmet Needs	Proposed Budget	Performance Baseline	Annual Target	Q1 Target Description	Q1 POE	Q2 Target Description	Q2 POE	Q3 Target Description	Q3 POE	Q4 Target Description	Q4 POE	Portfolio of Evidence (POE)
BS D-OS 13	Registration of new households	% of new housing applications	Human settlement plan, policy and administration	50,000	Manager: Human settlement:	100%	100% of new housing applications	Captured and migrated Beneficiaries on NHNR	100% of new housing applications	Captured and migrated Beneficiaries on NHNR	100% of new housing applications	Captured and migrated Beneficiaries on NHNR			
			Planning, policy and administration												
			Migration application												
			Migration registration												
			of existing applications migrate from the old database to NHNR												

Project Number	SBU	Key Performance Indicator (KPI)	Unit of Measurement (UoM)	Proposed Budget	Responsible Official	Annual Baseline Forecast	Q1 Target Description	Q1 POE	Q2 Target Description	Q2 POE	Q3 Target Description	Q3 POE	Q4 Target Description	Q4 POE	Portfolio of Evidence (POE)
BS-DOS-14	N/A OP EX	Number of Modules successfully added or upgraded on the Integrated GIS system by 30 June 2026	#	R20000	Manager: GIS	0	1	Temp late/ report of the module/s added (e.g. IDP Module)	Data collected from the IDP office and created from the SDBI P.	Spatial Analysis Report	0	Development of the IDP Prototype module	0	Demonstration of the prototype to the end user department (IDP)	IDP/S DBIP Dashboard
BS-DOS-15	N/A OP EX	% of Data Capturing Completed by 30 June each year (Cadastral, Street Names & Addresses, Cemeteries,	%	N/A	Manager: GIS	100%	100%	Data catalogued report	Updated Spatial, Data on the ArcSDE (Geodatabase & Catalogue)	Spatial Data Collected (Primary and Secondary ) and updated in the ArcSDE	100%	Spatial Data Collected (Primary and Secondary ) and updated in the ArcSDE	100%	Spatial Data Collected (Primary and Secondary ) and updated in the ArcSDE	IDP/S DBIP Module

Project Number	SBU	Key Performance Indicator (KPI)	Unit of Measurement (UoM)	Proposed Budget	Responsibility Officer	Performance Baseline	Annual Target	Q1 POE	Q2 Target	Q2 POE	Q3 Target	Q3 POE	Q4 Target	Q4 POE	Portfolio of Evidence (POE)	
															Notes	
P-001	SBU-A	Revenue Growth	M	100,000	John Doe	10%	12%	10%	12%	10%	12%	10%	12%	10%	12%	Q1: Positive trend. Q2: Stable. Q3: Slight dip. Q4: Strong recovery.
P-002	SBU-B	Customer Acquisition	Units	500	Sarah Lee	500	550	500	550	500	550	500	550	500	550	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-003	SBU-C	Operational Efficiency	Hours	1000	David White	1000	950	1000	950	1000	950	1000	950	1000	950	Q1: Below baseline. Q2: Improved. Q3: Met. Q4: Exceeded.
P-004	SBU-D	Employee Satisfaction	NPS	-10	Emily Green	-10	-5	-10	-5	-10	-5	-10	-5	-10	-5	Q1: Low satisfaction. Q2: Improved. Q3: Met. Q4: Exceeded.
P-005	SBU-E	Market Share	%	15	Michael Brown	15	18	15	18	15	18	15	18	15	18	Q1: Below target. Q2: Met. Q3: Exceeded. Q4: Met.
P-006	SBU-F	Product Innovation	Patents	20	Alex Johnson	20	25	20	25	20	25	20	25	20	25	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-007	SBU-G	Supply Chain Resiliency	Days	30	Olivia Wilson	30	28	30	28	30	28	30	28	30	28	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-008	SBU-H	Employee Turnover	%	10	Christopher Davis	10	8	10	8	10	8	10	8	10	8	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-009	SBU-I	Customer Retention	Years	5	Isabella Clark	5	6	5	6	5	6	5	6	5	6	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-010	SBU-J	Product Quality	Defects	100	Matthew Wilson	100	90	100	90	100	90	100	90	100	90	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-011	SBU-K	Employee Engagement	Score	60	Charlotte Clark	60	70	60	70	60	70	60	70	60	70	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-012	SBU-L	Market Penetration	Regions	3	Benjamin Wilson	3	4	3	4	3	4	3	4	3	4	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-013	SBU-M	Employee Training Completion	Hours	100	Madison Clark	100	120	100	120	100	120	100	120	100	120	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-014	SBU-N	Customer Support Response Time	Minutes	15	Charlotte Wilson	15	10	15	10	15	10	15	10	15	10	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-015	SBU-O	Product Innovation Pipeline	Projects	5	Christopher Wilson	5	7	5	7	5	7	5	7	5	7	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-016	SBU-P	Employee Satisfaction	NPS	-5	Isabella Wilson	-5	-3	-5	-3	-5	-3	-5	-3	-5	-3	Q1: Below target. Q2: Improved. Q3: Met. Q4: Exceeded.
P-017	SBU-Q	Market Share	%	10	Matthew Wilson	10	12	10	12	10	12	10	12	10	12	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-018	SBU-R	Product Quality	Defects	150	Charlotte Wilson	150	130	150	130	150	130	150	130	150	130	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-019	SBU-S	Employee Turnover	%	12	Christopher Wilson	12	10	12	10	12	10	12	10	12	10	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-020	SBU-T	Market Penetration	Regions	4	Isabella Wilson	4	5	4	5	4	5	4	5	4	5	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-021	SBU-U	Employee Training Completion	Hours	120	Matthew Wilson	120	140	120	140	120	140	120	140	120	140	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-022	SBU-V	Customer Support Response Time	Minutes	10	Charlotte Wilson	10	8	10	8	10	8	10	8	10	8	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-023	SBU-W	Product Innovation Pipeline	Projects	7	Christopher Wilson	7	9	7	9	7	9	7	9	7	9	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-024	SBU-X	Employee Satisfaction	NPS	-3	Isabella Wilson	-3	-1	-3	-1	-3	-1	-3	-1	-3	-1	Q1: Below target. Q2: Improved. Q3: Met. Q4: Exceeded.
P-025	SBU-Y	Market Share	%	8	Matthew Wilson	8	10	8	10	8	10	8	10	8	10	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-026	SBU-Z	Product Quality	Defects	180	Charlotte Wilson	180	160	180	160	180	160	180	160	180	160	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-027	SBU-A	Employee Turnover	%	14	Christopher Wilson	14	12	14	12	14	12	14	12	14	12	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-028	SBU-B	Market Penetration	Regions	5	Isabella Wilson	5	6	5	6	5	6	5	6	5	6	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-029	SBU-C	Employee Training Completion	Hours	140	Matthew Wilson	140	160	140	160	140	160	140	160	140	160	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-030	SBU-D	Customer Support Response Time	Minutes	8	Charlotte Wilson	8	6	8	6	8	6	8	6	8	6	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-031	SBU-E	Product Innovation Pipeline	Projects	9	Christopher Wilson	9	11	9	11	9	11	9	11	9	11	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-032	SBU-F	Employee Satisfaction	NPS	-1	Isabella Wilson	-1	1	-1	1	-1	1	-1	1	-1	1	Q1: Below target. Q2: Improved. Q3: Met. Q4: Exceeded.
P-033	SBU-G	Market Share	%	6	Matthew Wilson	6	8	6	8	6	8	6	8	6	8	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-034	SBU-H	Product Quality	Defects	200	Charlotte Wilson	200	180	200	180	200	180	200	180	200	180	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-035	SBU-I	Employee Turnover	%	16	Christopher Wilson	16	14	16	14	16	14	16	14	16	14	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-036	SBU-J	Market Penetration	Regions	6	Isabella Wilson	6	7	6	7	6	7	6	7	6	7	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-037	SBU-K	Employee Training Completion	Hours	160	Matthew Wilson	160	180	160	180	160	180	160	180	160	180	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-038	SBU-L	Customer Support Response Time	Minutes	6	Charlotte Wilson	6	4	6	4	6	4	6	4	6	4	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-039	SBU-M	Product Innovation Pipeline	Projects	11	Christopher Wilson	11	13	11	13	11	13	11	13	11	13	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-040	SBU-N	Employee Satisfaction	NPS	1	Isabella Wilson	1	3	1	3	1	3	1	3	1	3	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-041	SBU-O	Market Share	%	4	Matthew Wilson	4	6	4	6	4	6	4	6	4	6	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-042	SBU-P	Product Quality	Defects	220	Charlotte Wilson	220	200	220	200	220	200	220	200	220	200	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-043	SBU-Q	Employee Turnover	%	18	Christopher Wilson	18	16	18	16	18	16	18	16	18	16	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-044	SBU-R	Market Penetration	Regions	7	Isabella Wilson	7	8	7	8	7	8	7	8	7	8	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-045	SBU-S	Employee Training Completion	Hours	180	Matthew Wilson	180	200	180	200	180	200	180	200	180	200	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-046	SBU-T	Customer Support Response Time	Minutes	4	Charlotte Wilson	4	2	4	2	4	2	4	2	4	2	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-047	SBU-U	Product Innovation Pipeline	Projects	13	Christopher Wilson	13	15	13	15	13	15	13	15	13	15	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-048	SBU-V	Employee Satisfaction	NPS	3	Isabella Wilson	3	5	3	5	3	5	3	5	3	5	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-049	SBU-W	Market Share	%	2	Matthew Wilson	2	4	2	4	2	4	2	4	2	4	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-050	SBU-X	Product Quality	Defects	240	Charlotte Wilson	240	220	240	220	240	220	240	220	240	220	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-051	SBU-Y	Employee Turnover	%	20	Christopher Wilson	20	18	20	18	20	18	20	18	20	18	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-052	SBU-Z	Market Penetration	Regions	8	Isabella Wilson	8	9	8	9	8	9	8	9	8	9	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-053	SBU-A	Employee Training Completion	Hours	200	Matthew Wilson	200	220	200	220	200	220	200	220	200	220	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-054	SBU-B	Customer Support Response Time	Minutes	2	Charlotte Wilson	2	0	2	0	2	0	2	0	2	0	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-055	SBU-C	Product Innovation Pipeline	Projects	15	Christopher Wilson	15	17	15	17	15	17	15	17	15	17	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-056	SBU-D	Employee Satisfaction	NPS	5	Isabella Wilson	5	7	5	7	5	7	5	7	5	7	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-057	SBU-E	Market Share	%	0	Matthew Wilson	0	2	0	2	0	2	0	2	0	2	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-058	SBU-F	Product Quality	Defects	260	Charlotte Wilson	260	240	260	240	260	240	260	240	260	240	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-059	SBU-G	Employee Turnover	%	22	Christopher Wilson	22	20	22	20	22	20	22	20	22	20	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-060	SBU-H	Market Penetration	Regions	9	Isabella Wilson	9	10	9	10	9	10	9	10	9	10	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-061	SBU-I	Employee Training Completion	Hours	200	Matthew Wilson	200	220	200	220	200	220	200	220	200	220	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-062	SBU-J	Customer Support Response Time	Minutes	0	Charlotte Wilson	0	2	0	2	0	2	0	2	0	2	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-063	SBU-K	Product Innovation Pipeline	Projects	17	Christopher Wilson	17	19	17	19	17	19	17	19	17	19	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-064	SBU-L	Employee Satisfaction	NPS	7	Isabella Wilson	7	9	7	9	7	9	7	9	7	9	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-065	SBU-M	Market Share	%	2	Matthew Wilson	2	4	2	4	2	4	2	4	2	4	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-066	SBU-N	Product Quality	Defects	280	Charlotte Wilson	280	260	280	260	280	260	280	260	280	260	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-067	SBU-O	Employee Turnover	%	24	Christopher Wilson	24	22	24	22	24	22	24	22	24	22	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-068	SBU-P	Market Penetration	Regions	10	Isabella Wilson	10	11	10	11	10	11	10	11	10	11	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-069	SBU-Q	Employee Training Completion	Hours	200	Matthew Wilson	200	220	200	220	200	220	200	220	200	220	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-070	SBU-R	Customer Support Response Time	Minutes	2	Charlotte Wilson	2	0	2	0	2	0	2	0	2	0	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-071	SBU-S	Product Innovation Pipeline	Projects	19	Christopher Wilson	19	21	19	21	19	21	19	21	19	21	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-072	SBU-T	Employee Satisfaction	NPS	9	Isabella Wilson	9	11	9	11	9	11	9	11	9	11	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-073	SBU-U	Market Share	%	2	Matthew Wilson	2	4	2	4	2	4	2	4	2	4	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-074	SBU-V	Product Quality	Defects	300	Charlotte Wilson	300	280	300	280	300	280	300	280	300	280	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-075	SBU-W	Employee Turnover	%	26	Christopher Wilson	26	24	26	24	26	24	26	24	26	24	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-076	SBU-X	Market Penetration	Regions	11	Isabella Wilson	11	12	11	12	11	12	11	12	11	12	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-077	SBU-Y	Employee Training Completion	Hours	200	Matthew Wilson	200	220	200	220	200	220	200	220	200	220	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-078	SBU-Z	Customer Support Response Time	Minutes	2	Charlotte Wilson	2	0	2	0	2	0	2	0	2	0	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-079	SBU-A	Product Innovation Pipeline	Projects	21	Christopher Wilson	21	23	21	23	21	23	21	23	21	23	Q1: Met target. Q2: Exceeded. Q3: Met. Q4: Exceeded.
P-080	SBU-B															

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## ANNEXURE B – CAPITAL WORKS PLAN

Project Number	Activities / Project Description	CAP EX / OPEX	Regional Segment	Future So urce	Budg et- 2025/ 26	Ann ual Targe t	QUARTERLY PROJECT IMPLEMENTATION MILESTONES						Portfolio of Evidence			
							Quarter 1 (Jul-Sep 25)		Quarter 2 (Oct-Dec 25)		Quarter 3 (Jan - Mar 26)					
							Q1 POE	Targe t Descr iption	Q2 POE	Targe t Descr iption	Q3 Target Description	Q3 Revise d POE	Q4 Target Description	Q4 POE	Percentage (%)	Percenta ge (%)
<b>PLANNING AND ECONOMIC DEVELOPMENT</b>																
<b>CITY PLANNING</b>																
CWP_135	Town ship Establish ment for the Eco-estate at Game Reserve	Draft Layout LUM Approval Approved General Plan and Opening of a Township Register	Capital Ward 20 Urban edge development	CR R	1 000 000	% of Town ship Establish ment for the Eco-estate at Game Reserve	25%	submit final scoping report and lodgin g of towns hip application.	final scoping report and towns hip applic ation.	20%	MPT decis ion on town ship applic ation	35%	Approved SG Diagram	20%	Registration of towns hip and proclam ation notice	Township register and proclamation notice

Project Number	Project Name	Activities / Projects Description	CAP EX / OPEX	Funding Source	Regional Segment	Budget - 2025/26	Annual Target	Quarterly Project Implementation Milestones						Portfolio of Evidence
								Q1 Target	Q1 POE	Q2 Target	Q2 POE	Q3 Target	Q3 Revised POE	Q3 Percentage (%)
		res Approved General Plan												
		Opening of a Township Register												
		Proclamation												
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Project Number	Project Name	Activities / Project Description	CAP EX / OPEX	Funding Source	Regional Segment	Budget - 2025/26	Annual Target	Quarterly Project Implementation Milestones						Portfolio of Evidence						
								Q1 Target Percentage (%)	Q1 Description	Q1 POE	Q2 Target Percentage (%)	Q2 Description	Q2 POE	Q3 Target Percentage (%)	Q3 Description	Q3 Revised POE	Q4 Target Percentage (%)	Q4 Description	Q4 POE	
CWP-136	Purchase of land to eradicate informal settlements Juju valley	Capital	CR	5 000 000	Ward 13 Urban edge development	Draft deed of sale with private property owners	10%	Agree with property owners on which Property Valuer to appoint	Appoint letter	40%	Valuation of property	Report	80%	Agree on sale of the property	Deed of sale	100 %	Purchase of property	Signed Deed of sale; Appointment of Conveyancer; transfer documents.	Signed Deed of sale; Appointment of Conveyancer; transfer documents.	
CWP-137(A)	Construction and inspection of Urban houses including informal Settlement	Operational	HS DG	8 664 747	45 number of Construction	50% - Processes of the approval of the Development Areas	30%	Approval of Development Areas	Council Report	-	Procurement of service providers	Service Providers for the appraisal of the Appointed Areas	30%	Appointment of Service Providers for the construction of the Appointed Areas	Appointment of Service Providers for the construction of the Appointed Areas	n/a	100 %	45 - Construction and Inspection and Approval of BNG (RDP) houses	Status Report and Happy Letter/s/ Certificate of Occupancy	Status Report and Happy Letters/ Certificate of Occupancy
					informal Settlement upgrading	Approval of BNG houses (Informal Settlement Upgrading)														

Project Number	Project Name	Activities / Project Description	CAP EX / OPEX	Regional Segment	Funding Source	Budget - 2025/26	Annual Target	Quarterly Project Implementation Milestones						Portfolio of Evidence			
								Quarter 1 (Jul-Sep 25)	Quarter 2 (Oct-Dec 25)	Quarter 3 (Jan - Mar 26)	Quarter 4 (Apr - Jun 26)	Q1 POE	Q2 POE	Q3 Target Percentage (%)	Q3 Revised POE	Q4 Target Percentage (%)	Q4 Revised POE
CWP_137	Registration of new applications and migration of existing data to National Need Registrar (NHN R)	Management of demand based database	All Operational	CR	45000	% of new housing applications captured and % of existing applications migrated from the old database to NHNR	100%	% of new housing applications captured including the existing old data migrated to NHNR	Captured and migrated Beneficiaries on NHNR	100%	% of new housing applications captured including the existing old data migrated to NHNR	Captured and migrated Beneficiaries on NHNR	100%	Captured and migrated Beneficiaries on NHNR	100%	Captured and migrated Beneficiaries on NHNR	Captured and migrated Beneficiaries on NHNR
<b>Operational Projects</b>																	
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Project Number	Project Name	Activities / Project Description	CAP EX / OPEX	Funding Source	Regional Segmentation	Budget Est - 2025/26	Annual Target	Quarterly Project Implementation Milestones						Portfolio of Evidence
								Quarter 1 (Jul-Sep 25)		Quarter 2 (Oct-Dec 25)		Quarter 3 (Jan - Mar 26)		
		Q1 Target	Q1 POE	Q2 Target	Q2 POE	Q3 Target	Q3 Revised POE	Q4 Target	Q4 Performance (%)	Q4 Percentage (%)	Q4 Description			
		Q1 Percentage (%)	Q1 Description	Q2 Percentage (%)	Q2 Description	Q3 Percentage (%)	Q3 Description	Q4 Percentage (%)	Q4 Description	Q4 Percentage (%)	Q4 Description			
CWP-138	Management of informal settlement	Monitoring, prevention and demolition of illegal shacks, and land grab	Operational	All CR	1 800 000	% of illegal shacks and structures demolished	n/a	n/a	n/a	100 %	% of illegal shacks and structures demolished	n/a	n/a	Pictures of removed shacks, allocation/removal list
CWP-139	Facilitate the transfer of low-cost housing	Facilitate the transfer of low-cost housing units to beneficiaries	Operational	All CR	165 000	% of low-cost housing transferred	100%	Report to Portfolio;	100 %	% of low-cost housing transferred	Report to Portfolio;	100 %	% of low-cost housing transferred	Report to Portfolio;

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Project Number	Project Name	Activities / Project Description	Funding Source	Regional Segmentation	Budget - 2025/26	Annual Target	Quarterly Project Implementation Milestones						Portfolio of Evidence			
							Q1 Target Percentage (%)	Q1 Description	Q1 POE	Q2 Target Percentage (%)	Q2 Description	Q2 POE	Q3 Target Percentage (%)	Q3 Description	Q3 Revised POE	Q4 Target Percentage (%)
CWP_140	Rural low-cost Housing (RDP)	Construction and inspection of Rural houses	Operational	Selected Rural Wards	HS DG	36 234 400	50% - Processes of the approval of the Devel opmental Areas	Council Report of approved Devel opmental Areas	Appointmen t - Proc esses of the appr oval of the Devel opmental Areas	Appointmen t of the Appointmen t of Service Providers for the Construction of 200 Hous ing Units for the const ructio n of 200 Hous ing Units for Informal Settl ement and Urban Infill	n/a	n/a	n/a	200	Const ructio n, Inspect ion and appro val of BNG (RDP ) hours (Informal Settlement Upgrading ) includ ing Urban Infills	Status Report and Happy Letters/ Certificate of Occupancy

Project Number	Project Name	Activities / Project Description	Funding Source	Regional Segment	Quarterly Project Implementation Milestones								Portfolio of Evidence
					Quarter 1 (Jul-Sep 25)		Quarter 2 (Oct-Dec 25)		Quarter 3 (Jan-Mar 26)		Quarter 4 (Apr-Jun 26)		
Q1 Target Percentage (%)	Q1 Description	Q2 Target Percentage (%)	Q2 Description	Q3 Target Percentage (%)	Q3 Description	Q4 Target Percentage (%)	Q4 Description	Q4 POE	Q4 Target Percentage (%)	Q4 Description	Q4 POE		
CWP_141	Urban low-cost Housing (RDP)	Construction and inspection of Urban houses	Operational	Selected Urban Wards	HS DG ##### ##	10 Numb er of Hous es Built in Urban Areas	50% - Processes of the approval of the Devel opmental Areas	Council Report of approved Devel opmental Areas	Appoint ment of Service Providers for the Appoint ment of the Appoint ment of Service Providers for the const ructio n of 10 Hous ing Units in Provinc ial Units for the const ructio n of 10 Hous ing Units for Infor mal Settlemen t and Urb an Infill	n/a	n/a	Const ructio n, inspect ion and appro val of BNG (RDP ) houses (Infor mal Settlement Upgrading ) includ ing Urban Infills	Status report and Happy Letter/s/ Certificate of Occupancy

Project Number	Project Name	Activities / Project Description	CAP EX / OPEX	Regional Segment	Funding Source	Budget Est - 2025/26	Annual Target	Quarterly Project Implementation Milestones						Portfolio of Evidence
								Quarter 1 (Jul-Sep 25)		Quarter 2 (Oct-Dec 25)		Quarter 3 (Jan - Mar 26)		
Target Description	Percentage (%)	Q1 POE	Target Description	Q2 POE	Target Description	Q3 POE	Target Description	Q4 Target	Perc entage (%)	Q4 Target	Perc entage (%)			
CWP - 142	Housing Consumers Education Awareness and Awareness	consumer education awareness campaign conducted	All	CR	700000	% of awareness campaign conducted on BNG(RDP), home owner ships including upgrading of Informal Informal Settlement	n/a	n/a	50%	Consumer Education Awareness and campaign on BNG(RDP) home ownership including upgrading of Informal Settlement	n/a	50%	Consumer Education Awareness and campaign on BNG(RDP) home ownership including upgrading of Informal Settlement	Presentations on Consumer Education and Awareness Attendance Registration and Agenda Notices

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