

Monday, 6 March 2023]

No 28—2023] FIFTH SESSION, SIXTH PARLIAMENT

PARLIAMENT

OF THE

REPUBLIC OF SOUTH AFRICA

ANNOUNCEMENTS,

TABLINGS AND

COMMITTEE REPORTS

MONDAY, 6 MARCH 2023

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1. Referral to Committees of papers tabled

- (1) The following paper is referred to the **Portfolio Committee on Employment and Labour**:
 - (a) Government Notice No 3069, published in Government Gazette No 48094, dated 21 February 2023: Amendment of the National Minimum Wages contained in Schedule 1 and Schedule 2 of the Act, effective from 01 March 2023, in terms of section 6(5) of the National Minimum Wage Act, 2018 (Act No 9 of 2018).
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- (a) African Charter on the Values and Principles of Decentralisation, Local Governance and Local Development, tabled in terms of section 231(2) of the Constitution, 1996.
- (b) Explanatory Memorandum to the African Charter on the Values and Principles of Decentralisation, Local Governance and Local Development.

National Council of Provinces

1. The Chairperson

- (a) Taking Parliament to the People – Ugu District Municipality, KwaZulu-Natal: 14 - 18 November 2022.

NATIONAL COUNCIL OF PROVINCES **TAKING PARLIAMENT** **TO THE PEOPLE**

Ugu District Municipality, KwaZulu-Natal

14 - 18 November 2022



CONSOLIDATED REPORT
PUBLIC HEARINGS AND SITE VISITS

**TAKING PARLIAMENT TO THE PEOPLE, KWAZULU - NATAL
MAIN VISIT: 14 – 18 NOVEMBER 2022**

**REPORT ON PUBLIC HEARINGS AND SITE VISITS
NATIONAL COUNCIL OF PROVINCES**

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LIST OF ACRONYMS

BRICS	Brazil, Russia, India, China and South Africa
CCG	Community Caregiver
CHC	Community Health Centre
CPF	Community Policing Forum
Cllr	Councillor
COGTA	Co-Operative Governance and Traditional Affairs
DM	District Municipality
DPWI	Department of Public Works and Infrastructure
DTIC	Department of Trade Industry and Competition
EU	European Union
FET	Further Education and Training
GBV	Gender-based Violence
GVA	Gross Value Added
ICT	Information and Communication Technologies
IDC	Industrial Development Corporation
IDP	Integrated Development Plan
IPID	Independent Investigative Police Directorate
ISO	International Standards Organisation
ISO9001	The international standard that specifies requirements for a quality management system (QMS).
ISO22716	Gives guidelines for the production, control, storage and shipment of cosmetic products.
IUDG	Integrated Urban Development Grant
JOC	Joint Operation Centre
LED	Local Economic Development
LM	Local Municipality
MCC	Motor Control Centre
MEC	Member of the Executive Council
MISA	Municipal Infrastructure Support Agent
MIWA	Motor Industry Workshop Association
MoA	Memorandum of Agreement
MoU	Memorandum of Understanding

NCOP	National Council of Provinces
NDP	National Development Plan, 2030
NYDA	National Youth Development Agency
NEF	National Empowerment Fund
NRW	Non – Revenue Water
NT	National Treasury
NQF	National Qualifications Framework
OEM	Original Equipment Manufacturer
PLAS	Proactive land Acquisition Strategy
RDP	Reconstruction and Development Plan
RMI	Retail Motor Industry
SAPS	South African Police Service
SARS	South African Revenue Services
SASSA	South African Social Security Agency
SCG	Social Care Giver
SDF	Spatial Development Framework
SEDA	Small Enterprise Development Agency
SEFA	Small Enterprise Finance Agency
SETA	Sector Education and Training Authority
SOE	State Owned Enterprise
TPTTP	Taking Parliament to the People
UIF	Unemployment Insurance Fund
UKZN	University of KwaZulu Natal
WTW	Water Treatment Works
VIP	Ventilated Improved Pit Latrine

1. EXECUTIVE SUMMARY

The Parliament of the Republic of South Africa aims to provide a service to the people of South Africa by providing a vibrant People's Assembly that intervenes and transforms society and addresses the development challenges of our people. It aims to provide effective oversight over the Executive by strengthening its scrutiny of actions against the needs of South Africans and fostering the participation of South Africans in decision-making processes that affect their lives. This is done by fostering a healthy relationship between the three arms of the State that promotes efficient co-operative governance between the spheres of government, and ensures appropriate links with our region and the world. A further strategic objective is to create an innovative, transformative, effective and efficient parliamentary service and administration that enables Members of Parliament to fulfil their constitutional responsibilities.

The National Council of Provinces (NCOP) was established to represent the provinces and ensure that provincial interests are taken into account in the national sphere of government. To this end, it provides a national forum for public consideration of issues affecting provinces and exercises oversight over the national aspects of provincial and local government. The NCOP is also a critical part of the South Africa's framework of Intergovernmental Relations (IGR) institutions, which is designed to ensure the effective functioning of the different spheres of government. The IGR Framework is further aimed at ensuring that the extensive concurrent powers of provinces and national government do not lead to overlap or conflict.

The Taking Parliament to the People (TPTTP) programme has been used as a vehicle for the NCOP to reach out to the public in the various provinces in an effort to identify and liaise with provincial counterparts, stakeholders and communities in respect of matters that affect provinces in the national sphere of government. As a result of the National Lockdown declared in 2020 and the subsequent recovery period, the TPTTP programme could not be rolled – out again until this year, 2022. The programme for the 2022 TPTTP programme was informed by an enquiry into the Capacity of the State to Provide Services in the KwaZulu-Natal Province. Building a capable and developmental state is identified as one of the six interlinking priorities in the National Development Plan, 2030 (NDP). The NDP approaches a Developmental State as a state that builds the capabilities of people to improve their own lives, while intervening to correct historical inequalities. To this end the NDP envisages a state that is capable of playing

a developmental and transformative role and where coordination problems are proactively resolved through improved relations between national, provincial and local government.

The Ugu District was been identified as the host District for the 2022 TPTTP programme. The Ugu District Municipality (DM) is a Category C municipality situated in the south of the KwaZulu-Natal Province. The Ugu DM encompasses Umdoni Local Municipality (LM), Umzumbe LM, Ray Nkonyeni LM and uMuziwabantu LM respectively. The district covers an area of 5 074 km² with a coastline of approximately 112km. The main towns and cities include Harding, Hibberdene, Margate, Pennington, Port Edward, Port Shepstone, Scottburgh/Umzinto North and Southbroom. Izingolweni is the main rural town within the district, with Turton and Umzumbe experiencing increasing densification in recent years, with expanding, dense rural settlements surrounding these towns. The focus areas for the TPTTP programme in the Ugu DM were Water, Sanitation and Delivery of Basic Services; Social Services; Infrastructure; Economic Development, Agriculture, Land Reform and Rural Development; Safety and Security and Human Settlements. Members of the public were invited to address the TPTTP delegation during public hearings and these inputs, from the vantage point of communities, have been captured further below in this report for each thematic area. The delegation also undertook site visits to various projects to verify progress reported in the area, to identify good practice and also to receive the way forward in respect of projects experiencing challenges.

Water, Sanitation and Delivery of Basic Services

South Africa is a water-scarce country. It is currently grappling with multifaceted water challenges ranging from ageing infrastructure, mounting water scarcity and climate change to worsening pollution, especially in rivers and dams. The Department of Water and Sanitation leads and regulates the water sector in South Africa. It develops policy and strategy, and provides support to the sector. In the context of legislation and cooperative governance, Local Governments (Metro, Local or District Municipalities) act as the Water Services Authorities (WSAs) and are therefore expected to accelerate the provision of infrastructure and services to marginalised communities. Some of the key concerns raised by members of the community during the public hearing include the following –

- Inadequate storage, supply and treatment of water;
- Reservoirs have been built across the District but remain empty;

- Inferior and ageing bulk infrastructure;
- Lack of attention to maintenance and sustainability;
- Pollution in waters, streams and dams;
- Financial mismanagement, fraud and corruption;
- Intermittent water availability;
- Government inability to sustain funding levels in the water sector;
- Safe drinking water is still a challenge across the district municipality;
- Delivery of water through water trucks is not cost effective or practical, especially in a District characterised by poor road terrains;
- Lack of capacity and skills on all levels especially after a number of retrenchments that swept through the District Municipality;
- Neglect of sanitation issues and serious lack of refurbishment and maintenance of existing sanitation infrastructure; and
- Most residents of the District still do not have access to safe water or sanitation at all.

Social Services (Social Grants, Home Affairs and Health)

The main challenges communities focused on during the engagements were the distances rural communities have to travel to reach Home Affairs, South African Social Security Agency (SASSA) and medical care facilities. Dissatisfaction was further expressed with the treatment people received when reaching a Home Affairs office in particular. It was felt that the service should be improved in order to prevent the need for multiple trips to Home Affairs, which is very expensive. The input received clearly expressed people's need for mobile services to be supplied to outlying communities. It was emphasised that in many instances, these services were supplied in the past but had been discontinued. Another key theme emerging from the session is that people with disabilities struggle to gain access to many Departmental buildings, as these have not been made accessible to individuals in wheelchairs. Where buildings are accessible, other amenities such as bathrooms are not wheelchair friendly, thus causing discomfort. Main points of public concern focused on:

- Due to the inability of residents to utilise online booking services from Home Affairs, they travel to Port Shepstone at great expense, only to be turned away at Home Affairs because officials state that they have reached their capacity for the day already or when

there is load shedding, computer systems do not come online for a long time after electricity is restored.

- Many people in the district are illiterate and struggle with the grant application process. This should be simplified.
- SASSA pay points are too far away from rural municipalities. People travel far and the risk of being robbed are high. People also have to stand in the sun for a very long time without any shade or shelter being provided. Pay points need to arrange a tent and mobile toilets.
- The overwhelming majority of the public expressed the wish to use the hospital closest to them. Gamalakhe or Scottsburg Hospital is too far for them to be referred to, and they would like to be allowed to access health care services in Port Shepstone hospital.
- Residents in rural areas called for the return of community caregivers (CCGs), and requested that more Community Health Centres (CHC) operate 24hrs of the day is needed in the area.
- Many rural communities voiced their desire to see mobile health services return, and that more clinics need to be constructed in their communities as the current clinics are too far apart, only operate for a part of the day and are under-staffed.

Infrastructure (Transport, Roads and Public Infrastructure)

The provincial road network accounts for a high proportion of the road network in the Ugu District and covers a vast range of types of roads from main regional links (class 2) through to local roads (class 7) . Access to road infrastructure varies across the District, especially between rural and urban areas. Access to public transport is a major development challenge within the District and a potential factor in increasing the access communities have to economic opportunities. At least, 87% of public transport users within the District are dependent on mini bus transport, compared to 9% dependence on bus transport. Access to rail transport is limited within the region. The metropolitan rail system serving eThekweni only reaches the northern extremity of the District with three stages in the Umdoni LM, namely Kelso, Park Rynie and Scottburgh. Currently, Transnet Freight Rail uses the electrified south coast railway line. No commuter services are offered beyond these three aforementioned stations. The main challenges expressed during the public hearings were as follows:

- Pedestrian bridges that collapsed during the floods have not been reconstructed and roads are not tarred. Other smaller bridges are overflowed.
- Poor road conditions are made worse by inclement weather and adversely affect community livelihoods. Emergency patients don't reach clinics/ hospital in time owing to the bad state of roads, teachers and children cannot go to school when it is raining.
- Many roads are not tarred because taxis and buses cannot make use of it, communities are many times cut off from accessing services and shops.
- A pump station that was left open in Ward 9 in Umuziwabantu LM and a child drowned and died whilst playing there.
- Access roads are in a poor state and water tankers cannot supply water to households after heavy rains

Economic Development, Agriculture, Land Reform and Rural Development

In respect of Economic and Rural Development, there are significant threats to future growth in this sector as Ugu's comparative advantage in this sector was derived from sugarcane and banana production. Lowering crop yield, increased production and transport costs and competition from neighbouring countries may strip the District of this comparative advantage. Speakers welcomed the announcement of a Maritime University, but requested that the Services SETA also develop and introduce short courses and training that aligns with the local job market and provide the necessary skills for entrepreneurs. Challenges raised during public engagement include:

- Farmers organised into cooperatives, especially women farmers, raised their frustration with the fact that they do not receive adequate support from that point forward. Challenges are wide-ranging, but were typically lack of access to land, challenges with the delivery of inputs and mechanised services, and lack of fencing.
- South Coast sugar cane farmers registered for flood financial support after flood damage, but have not received any update on their claims. The farmers also struggle to stay profitable. Sugar tax and the distance to the nearest sugar mill is reducing income from production. There is a need for the development of a sugar mill closer to them.

- The importation of cheap bananas from neighbouring countries are harming the local industry. Rural farmers are struggling with production and transport costs, and cannot compete with the imported banana's prices.
- Umuziwabantu LM needs a Business centre where local businesses can display their products. There are manufacturers in the area that manufacture products such as building blocks, but they are not known and have not been able to supply local Reconstruction and Development Programme (RDP) housing developers.

In respect of Agriculture and Land Reform, The Ugu District has a diversified formal economy with strong public and private sector participation, with most industries contributing substantially to the provincial Gross Value Added (GVA). The District's economy is largely driven by the tertiary sector, which contributes approximately 59 % to the region's GVA. The district also has strong agricultural activities, which forms 10 % of the district GVA and contribute to employment.

The District's climate is well suited for agriculture and is thus seen as an opportunity for supporting growth. The District has large tracts of fertile land, a subtropical climate with high temperatures and a good water supply. The main agricultural activities within the District consists of crop farming, with sugarcane and bananas being the main crops in addition to others. The agricultural sector is faced with a number of challenges, such as the lack of tenure security both for commercial and emerging farmers, and insufficient support for rural small-scale farmers. This is especially true for women and youth wishing to develop farming enterprises. The lack of title deeds restricts access of emerging farmers to financial services such as loans. Challenges raised during public engagement include:

- Farmers organised into cooperatives, especially women farmers, raised their frustration with the fact that they do not receive adequate support from that point forward. Challenges are wide-ranging, but were typically lack of access to land, challenges with the delivery of inputs and mechanised services, and lack of fencing.
- There are no markets created for small-scale farmers to sell their produce at, resulting in crop losses.
- South Coast sugar cane farmers registered flood financial support after flood damage, but have not received any update on their claims. The farmers also struggle to stay

profitable. Sugar tax and the distance to the nearest sugar mill is reducing income from production. There is a need for the development of a sugar mill closer to them.

- Making funding applications possible online means that only more well-to-do farmers are accessing support. The Department must ensure that rural farmers are also supported, as there are farmers with business plans but they are unable to access support.
- The importation of cheap bananas from neighbouring countries are harming the local industry. Rural farmers are struggling with production and transport costs, and cannot compete with the imported banana's prices.

Safety and Security

The South African Police Service (SAPS) is primarily responsible for providing safety and security to local communities, but it does so with the involvement of communities through fora such as Community Policing Forums (CPF). During the public hearings several common themes around crime in the Ugu District Municipality emerged from community members, most notably the following:

- A lack of access to the SAPS was evident in the community's complaints around slow response times from SAPS and the need for more satellite police stations.
- Common crimes noted throughout the wards include stock theft as well as the sale and abuse of drugs.
- A focus area in need of improvement in all areas relate to the need for improved policing around schools and routes to and from schools.
- In many wards, accusations were made of SAPS members being complicit in crime.
- While many CPFs are functioning in the area, there are still some areas where CPFs are not in place.

When these concerns are viewed against the findings by Members of the NCOP during site visits to police stations in the area, it is evident that the lack of access to policing is impacted by personnel shortages and vehicle shortages in the SAPS. While the Minister of Police indicated that personnel shortages are being addressed through increased annual SAPS intakes, further work is required on improving vehicle availability in the SAPS, including improving the output of SAPS garages. To further improve community contact with the SAPS, it may consider an increase in the number of mobile or satellite stations where feasible. Effort should also be made to ensure that load shedding does not negatively affect the community's ability to contact the SAPS. CPFs represent another key platform that links the community with the SAPS and efforts should be made of ensure that CPFs are functional in all wards and at all police stations in the Ugu District Municipality.

The two common crime categories of concern, stock theft and drugs, can also be linked to other observations made during the TPTTP. Communities in the rural areas noted that they often do not have cell-phone signal to contact the police when stock-theft takes place. A suggestion from the community was made that, in such areas, a local traditional leader should be provided with a radio to contact the SAPS. This suggestion aligns with the Minister's initiative to roll out 'Traditional Policing', which has been successfully piloted in the Eastern Cape. In terms of drug-related cases, police investigations require the need for forensic testing. At all SAPS site visits, detectives noted long delays in getting forensic results from the laboratories in KwaZulu-Natal.

Communities also made many accusations of the SAPS being complicit in criminal activities. This requires more involvement from the Independent Investigative Police Directorate (IPID) and better marketing of IPID's services to the community. In this regard, the Minister's undertaking is important in that IPID and the Civilian Police Secretariat should work with the district commissioners to provide a full report on the accusations against SAPS members made by community. He further stressed that when IPID comes to investigate these stations, their arrival should be announced and communities given opportunities to engage with investigators in an effort to root out police misbehaviour.

Human Settlements

The main urban centres within the Ugu District are Port Shepstone, Hibberdene, Scottburgh, Margate, Port Edward and Harding Town. Izingolweni is the main rural town within the district, with Turton and Umzumbe experiencing increasing densification in recent years, with expanding densely rural settlements surrounding these towns. Most of the households in the district live in dwellings that are owned and fully paid off by the occupants (61%), compared to around 9% of households residing in dwellings not yet paid off, while an estimated 9% occupy their dwelling rent-free and 16% of households live in rented properties. Around 79% of the population reside in the District reside in traditional areas (rural areas fall under the Ingonyama Land Trust). The percentages presented therefore mostly relate to urban areas where title deeds are registered for properties, compared to a large portion of the population making use of long-term leases. The largest portion of the inland is marked by rural villages and settlements, which are spread within different parts of the administrative boundaries of traditional authorities. Challenges raised during the public hearings include the following:

- Communities from various wards across the District requested the provision of RDP houses.

- No all households who affected by floods have been provided with Disaster Temporary Shelters.
- It was recommended that security must be provided at the building sites of housing projects to prevent loss of money due to theft and vandalism.
- Some people have been on a waiting list for long but new people or people that are not from the area are awarded houses instead.
- Government is not providing housing to farming communities.

2. OPENING SESSION

The Deputy Chairperson of the NCOP, Hon. S Lucas and the Deputy Speaker of KwaZulu-Natal Provincial Legislature, Hon. R T Mthembu jointly directed the programme as co-programme directors by introducing the panel. In her welcoming and opening remarks, Hon. Lucas acknowledged and congratulated Hon. N Dube-Ncube on her election and appointment in August 2022 as the 8th Premier of KwaZulu-Natal Province, the first female Premier of the Province since the dawn of democracy in 1994. Hon. Lucas highlighted that the appointment of Hon. Dube - Ncube to a position dominated by men for a long time is a significant stride towards gender equality. As they were wrapping up their remarks, the co-programme directors afforded the various political representatives as reflected in the programme of the session the opportunity to remark on the success achieved and challenges experienced by the people of KwaZulu-Natal Province.

Welcome Remarks by Cllr P Mthiyane, Executive Mayor of Ugu District Municipality

The Executive Mayor commended the NCOP for identifying the Ugu District to host the TPTTP programme. She highlighted that the District is optimistic that this visit and engagement will bring positive and impactful change to communities and stakeholders, who are requesting for an improved standard of living. She highlighted that the theme for the programme is of keen interest to the District. The challenges she highlighted included:

- The Ugu DM has suffered major financial and economic setback during the looting and violent protests of July 2021.
- During the protest action, the fresh produce market and fleet management depot was gutted by fire.
- The protest has left Ugu DM with a loss of equipment worth millions, meant to service communities.
- The tractor backhoe loaders (TBL's), trucks, water tankers, excavators and vehicles for plumbers were all lost because of the protest.
- There is no infrastructure and as a result, the municipality uses water tankers as a backup in case of water breaks.

- The Ugu District also suffered major setbacks from the April 2022 floods disaster that further damaged the already ageing infrastructure. The effects of that disaster are still being felt until today as the Municipality is still grappling with the recovery process.

Despite the challenges reported, Cllr Mthiyane mentioned that the Municipality has developed a recovery plan as an attempt to create successes in the District. The Municipality has developed a six-point plan as a programme of action to address water challenges and has formed a Water and Sanitation War Room (“the Ward Room”) that has been working tirelessly to achieve its set targets. There is an improvement in water supply to the communities following the much-needed intervention by the Minister of Water and Sanitation, Hon. S Mchunu and the Kwa-Zulu Natal Provincial Government. In her concluding remarks, the Executive Mayor expressed a need to find quicker and more effective ways that can help government to overcome the challenges faced by the people.

Remarks by the Hon. N Boyce, Speaker of KwaZulu-Natal Provincial Legislature

The Speaker indicated that she is humbled by the decision of the NCOP to hold the TPTTP programme in the Ugu District, as she believes that the challenges facing the people of Ugu District, will receive national attention. In particular she highlighted the following:

- She expressed hope that the coming of the NCOP to Ugu District will provide a lasting resolution to challenges facing the people of KwaZulu-Natal.
- She commended the intervention of the Minister of Water and Sanitation, Hon. S Mchunu, for granting access to the Ugu and Mkhanyakude Districts to use Jozini dam as resource water provisioning in the Districts.
- There are rates of violence that need special attention that target community leaders as well as the recent murder spates in Harding town under Umuziwabantu LM.
- She noted that the coming of NCOP to KwaZulu-Natal accompanied by ministers responsible for certain departments will renew aspirations of the people of the Province by helping them to move beyond the effects of the July 2021 unrests, the April 2022 floods and the most recent floods of October 2022.

Remarks by Cllr T Ntuli, SALGA KwaZulu-Natal Provincial Chairperson

In his remarks Cllr Ntuli revealed that public participation is a fundamental dimension of democracy and an important factor in strengthening and maturing democracy. He added that the Constitution asserts the principle of participatory democracy, which calls for the active involvement and participation of the citizenry. Cllr Ntuli conceded that local government is facing challenges that require the support of national and provincial government. He concluded his remarks by urging that Ugu DM should with fast speed implement the DDM whose aim is to improve coherence and impact of government service delivery in order to respond to challenges of poverty, unemployment and inequality.

Address by Hon N Dube-Ncube, Premier of KwaZulu-Natal Province

The Premier of KwaZulu-Natal, Hon N Dube-Ncube, commended the NCOP and the KwaZulu-Natal Legislature for bringing the TPTTP programme to the Ugu District. In acknowledging the good work of the legislative sector, she extended a warm welcome to all public representatives, special guests, and the people of Ugu. She highlighted that the TPTTP programme will afford the people the opportunity to not only raise challenges but to also provide solutions.

The challenges highlighted included the following:

- Crime is very high throughout the District, mainly due to prevalent economic and social factors that include poverty and unemployment.
- The high prevalence of drug abuse amongst the youth
- The high shortage of police vehicles.
- Lack of toxicology equipment and as a results, reports take many years to be finalised
- Many police stations have water and electricity challenges.
- On November 9, 2022, the Umdoni LM had been affected by heavy rains that resulted in flooding.
- Seventy-eight (78) people were affected however there were no fatalities and injuries.
- There was severe damage ranging from households, electrical infrastructure, and storm water drainage to roadways and bridges.

- The heavy rains experienced on 9 November 2022 increased the normal flow of the Msunduzi River, which caused the levels of the river to rise above normal.
- The overflow of water from the Msunduzi River caused extensive damage to all houses that were situated on the river bank.
- Ugu District has a shortage of water.
- The water shortage and prolonged electricity outages are some of the serious challenges affecting the District as they cause community protests, which disrupt the provision of basic services.
- Lack of payment of basic services i.e. water, electricity, vandalism of infrastructure and illegal connections cause municipalities to lose revenue and delay service delivery.

The successes highlighted included the following:

- In October 2022, the provincial government of KwaZulu-Natal launched the Multi-Planting Season in Umuziwabantu LM.
- The planting season programme has the potential to create 500 job opportunities through various services including, but not limited to, tractor operators, crop management and harvesting services.
- The implementation of the programme is envisaged to reach approximately 10209 beneficiaries across the Province in 2022.
- The majority of the beneficiaries comprises of almost 65% of female beneficiaries represented by approximately 6644 people.
- Approximately 962 youth and 84 disabled people involved in agriculture will benefit from the support provided.
- A total budget of R55 524 million has been made available for 2022/23 for the Multi-Planting Season Programme.
- There is significant progress in renovating regional airports, including Margate Airport, which was reported as already helped more than doubled the number of visitors coming to the South Coast during the festive season.
- KwaZulu-Natal has also launched a signature annual cultural festival along the South Coast and the potential for tourism growth and business development for the communities of the Eastern Cape are massive.

- Qualitative analysis of the implementation of the NDP led to improved education and training outputs, launching of the SMART Province, which included the roll out of the digital economy.

In conclusion, Premier Dube-Ncube recognised government's efforts to create a favourable environment for investment and economic activity, and vigilance in ensuring that investment benefits the people of KwaZulu-Natal with regard to employment, skills and economic development. She indicated that KwaZulu-Natal is committed to unlocking the full potential of the people and taking advantage of opportunities brought by the current democratic dispensation.

Address by Hon. A Masondo, Chairperson of the NCOP

The Chairperson of the NCOP, Hon. Masondo highlighted the mandate of the NCOP. He indicated that the NCOP represents the provinces to ensure that provincial interests are taken into account, by participating in the national legislative forum. It creates a forum for national debate and discussion where issues that affect provinces are integrated into national policies. Hence, it recognises the strategic importance of community participation and public involvement in the processes of law making and oversight. In that essence, the NCOP Chairperson outlined that the purpose of the sitting in the Ugu District in KwaZulu-Natal was to interact with the people and involve them in shaping the future of service delivery to communities. He said that the knowledge of the issues and the research conducted, has led to the NCOP to conclude that the focus should be on the provision of water and sanitation, development of water infrastructure, road infrastructure, safety and security, human settlements, agriculture, local economic development and the provision of social services to communities. Hon. Masondo thanked the people of Ugu District for opening up to the NCOP regarding the challenges that they are faced with. He outlined the activities of the week, which are to be embarked upon during TPTTP programme.

As he was unpacking his address he mentioned that the NCOP TPTTP programme was established in 2002 for enhancing public participation. Hon. Masondo highlighted the nature of some of service delivery challenges in Kwa-Zulu-Natal as follows:

- That KwaZulu-Natal is a rural community with challenges of rural development.
- In respect of housing, various studies conducted indicate that KwaZulu-Natal has the second highest housing backlog of the provinces in the Country. The province has a high number of informal settlements surrounding primary economic hubs and secondary cities such as eThekweni Metro, Ray Nkonyeni, Newcastle, Alfred Duma, KwaDukuza, uMhlathuze and Umzumbe Municipalities.
- In respect of water and sanitation, the province has battled water shortages for years. Recent statistics indicate that the province has a water backlog of 65%.
- In relation to electricity, the Province suffers from inadequate power supply. Power outages are rampant and part of this challenge is attributed to the natural disasters, which the Province has suffered over the years.
- The recent floods have had a severe impact on economic activity in the Province as they brought business operations to a halt in several industries. They caused major destruction to private and public infrastructure, with an infrastructure repair bill of R17 billion as estimated by the provincial government.
- Different types of crime is a serious challenge in the Province and violent crime continues to feature in the red zones.

The Chairperson concluded his input by acknowledging and thanking the leadership of the Province and its people for their keen interest in being part of the TPTTP programme. He reiterated the importance of the programme as communities have repeatedly demonstrated a willingness to speak to Parliament frankly, and to be informed on issues of governance. This was especially important as it allowed people to recognise their rights and question actions that do not conform to what is provided for in the Constitution or any other legislation.

He ended up his address by appealing to all spheres of government and the legislative sector to heed to a clarion call to ensure the faster improvement in the delivery of services to communities. Suggested areas of improvement according to priorities identified are as follows:

- Addressing the water and sanitation backlog of 65%
- Addressing the housing and electricity backlog of 440 000.
- Improve safety and security by increasing police stations and building police capacity.

- Job Creation as 59.3% of youth are unemployed and 34.5% of the general population is unemployed (StatsSA).

Having introduced the community to the TPTTP programme and objectives and with the delegation having received an overview of the District profile, challenges and successes, the programme for the day continued. The remainder of the day took the format of the remainder of the TPTTP programme. Public hearings were held per thematic area and the delegation, accompanied by Department and Municipal officials, undertook site visits. The report below provides the inputs given by persons present at the public hearing as well as the observations and executive undertakings made by Ministers, Members of the Executive Committee (MEC's) and office bearers present at the public hearings.

3. WATER, SANITATION AND DELIVERY OF BASIC SERVICES

3.1. BACKGROUND

South Africa is a water-scarce country. It is currently grappling with multifaceted water challenges ranging from ageing infrastructure, mounting water scarcity and climate change to worsening pollution, especially in rivers and dams. Provinces like the Western Cape, Gauteng and KwaZulu - Natal which house major economic hubs like Johannesburg, Cape Town and Durban are continuously experiencing water rationing due to imperfect water supply. In relation to sanitation, measures to eliminate unsafe sanitation e.g. bucket system and pit latrines are still required in many parts of the Country. The Ugu DM Rural Household Sanitation project has so far recorded little progress as funds have dried up. The Department of Water and Sanitation leads and regulates the water sector in South Africa. It develops policy and strategy, and provides support to the sector. In the context of legislation and cooperative governance, Local Governments (Metro, Local or District Municipalities) act as the Water Services Authorities and are therefore expected to accelerate the provision of infrastructure and services to marginalised communities.

In respect of access to water and sanitation services in Ugu District, approximately 12% of households do not have access to improved or piped water sources while 20% do not have access to improved sanitation. Compounding the lack of access is that 77% of households that have access to water were reported to experience water disruptions that lasted more than two days. In addition, more than 70% of purchased water was lost in 2019-20 due to leakages, unauthorised consumption and customer meter inaccuracies. This is cause for concern, as access to water and sanitation is a human right that is guaranteed in the Constitution and Government is obliged to take reasonable steps to realise this right. During the public hearing engagement, most of the grievances and complaints were levelled against Ugu District Municipality as having failed in the execution of its mandate in respect of the delivery of water. Some of the key concerns raised by members of the community during the public hearing include the following –

- Inadequate storage, supply and treatment of water;
- Reservoirs have been built across the District but remain empty;
- Inferior and ageing bulk infrastructure;
- Lack of attention to maintenance and sustainability;
- Pollution in waters, streams and dams;

- Financial mismanagement, fraud and corruption;
- Intermittent water availability;
- Government inability to sustain funding levels in the water sector;
- Safe drinking water is still a challenge across the district municipality;
- Delivery of water through water trucks is not cost effective or practical, especially in a District characterised by poor road terrains;
- Lack of capacity and skills on all levels especially after a number of retrenchments that swept through the District Municipality;
- Neglect of sanitation issues and serious lack of refurbishment and maintenance of existing sanitation infrastructure; and
- Most residents of the District still do not have access to safe water or sanitation at all.

3.2. PUBLIC HEARING

CHALLENGES REPORTED BY COMMUNITY	EXECUTIVE UNDERTAKINGS
<p>Ward 5, Ray Nkonyeni LM</p> <p>The areas experiences intermittent water cuts, taps that are running dry and water infrastructure which needs to be repaired. The Municipality needs to explore ground water protection to solve water challenge as this area has a lot of ground water. Ugu DM is said to have failed the community regarding water.</p>	<p>Response by Hon. E S Mchunu, Minister of Water and Sanitation</p> <p>The municipalities which seems to be heavily impacted by water access challenges are Umzumbi LM followed by Umuziwabantu LM and Ray Nkonyeni LM. Water is not just life but a human right protected under the Constitution.</p> <p>The Minister asked the community to provide him with details regarding the matter of water services that is not reaching communities due to houses being on steep inclines. He stated that it was not correct to say that such areas cannot be provided with water and he undertook to visit the areas.</p>
<p>Ward 6, Ray Nkonyeni LM</p> <p>The ward has been without water for almost two years. The Municipality is generating revenue for services that are not rendered and when the government fails to deliver basic services like water it is not different to taking human dignity away. If there is no water supply people are unable to flush toilets.</p>	

<p>Ward 9, Ray Nkonyeni LM</p> <p>The ward has been without water for 3 years. Ugu DM is aware of the challenge but seemingly the problem is beyond the scope of the District Municipality. Currently, the only sources of water for the community are the rivers and streams.</p>	<p>The Minister noted that, together with Umngeni Water, he has engaged the community and Municipality on several projects that are being implemented in the District such as the Lower Umkomaas water works project, which is under implementation but has experienced some challenges. The DM has various schemes and infrastructure projects to assist in water provision, however some of these projects have been left incomplete.</p> <p>In terms of providing bulk water, the Minister has formed a war room to tackle water supply issues in the District. The Minister made a commitment to look at the issues raised, strengthen the war room and to fast-track the interventions that are aimed at resolving water crisis. About R150 Million will be allocated to the war room. This money will be used to solve the challenges, some of which have been raised by the community, including skills development.</p> <p>Response by Cllr P Mthiyane, Executive Mayor of Ugu DM</p> <p>The Municipality has set aside R20 million for water projects, including a borehole programme. The Provincial Department of Cooperative Governance and Traditional Affairs has constructed boreholes at Umzumbe and Umuziwabantu LMs. The Mayor noted that the R40 million left by MEC Hlomuka was not transferred directly to the Municipality account but to Eskom</p>
<p>Ward 13, Ray Nkonyeni LM</p> <p>The areas has adequate sources of water, however the problem is with reticulation and delivery of water to households. Ugu DM had retrenched a number of employees and thereafter water challenges in the ward have worsened. In the past, Ugu DM had brilliant ideas or concepts such as ‘vula-vala’ but it did not work because of sabotage. The Ugu DM was implored to consider reintroducing such initiatives.</p> <p>The current tanks/reservoir capacity is too small to supply vast areas like Kwaxolo and Ezinqoleni. Ugu DM had informed the community that since Ezingloweni was furtherst, Ugu DM does not have a water pump with the capacity to reach Ezingolweni. KwaZulu-Natal MEC for Transport, Community Safety and Liaison, Hon. S E Hlomuka visited the ward and left R14 million for water but the community does not know what transpired with the money</p>	
<p>Ward 24, Ray Nkonyeni LM</p> <p>Ugu DM has a shortage of skills in relation to water and water challenges in the District has been ongoing for the past 15 years.</p>	
<p>Ward 26, Ray Nkonyeni LM</p> <p>Intermittent water supply is a source of frustration. During busy periods like December, the</p>	

<p>community should be spared from water cuts. Ugu DM was requested to refurbish Ethangini reservoir in order to meet a growing population in the area and rising water demands.</p>	<p>for the payment of electricity debt. The Mayor undertook to follow up on the Margate water issues.</p>
<p>Ward 27, Ray Nkonyeni LM</p> <p>In Mbhoshongweni community, the pump station is dysfunctional and the community is willing to pay for the repair costs. The sanitation project is incomplete as it was abandoned by the contractor who also left without paying labourers their wages.</p>	<p>Response by Hon Dlamini-Zuma, Minister of Co-Operative Governance and Traditional Affairs (COGTA)</p>
<p>Ward 29, Ray Nkonyeni LM</p> <p>The KwaXolo Water scheme has not been connected to the electricity grid and is currently dysfunctional. Water infrastructure, including a pump station that was built in 2012 to service KwaKhethawayeka, Mambhongweni, and Sunduza voting districts, has never been operational.</p>	<p>The Minister welcomes the proposals for boreholes and ground water protection initiatives. The Municipality will be assisted to deal with finalising the incomplete schemes and other long term intervention plans. The Minister will work with the Provincial COGTA, Ugu and Eastern Cape Municipalities and Municipal Infrastructure Support Agent (MISA) to fast-track the implementation of the Umthwamvuna electricity project.</p>
<p>Ward 32, Ray Nkonyeni LM</p> <p>The Ward is grappling with serious water challenges that intensified after the April flooding. There is sufficient water in the area but the main problem seems to be how to funnel the water to various households or homesteads. It appears that water is provided towards the time of elections - but immediately after elections, water supply is stopped again. In the Isigodane voting district, the situation was worse and the local councilor has tried all he could but failed. The community also made every effort, including extensively talking to Ugu DM but nothing has transpired. The community is currently fetching water from the river and due to poor road terrain, water tanks are simply not an option.</p>	<p>Response by Cllr S T Khathi, Executive Mayor of Umdoni LM</p>
	<p>Responding on the issue pertaining to Ward 1 and service delivery, the Mayor mentioned that she took over as a Mayor in November 2020, and in September 2021 she visited the Ward to deal with electricity problems. Furthermore, in September the Mayor visited the Ward to introduce a contractor, and again in October for a sod - turning ceremony for a project that will commence soon.</p>

<p>Ward 35, Ray Nkonyeni LM.</p> <p>The community has been without water for a very long time, resulting in protests that has led to Municipal offices and several shops that were providing employment opportunities to people in the area, being burnt down. A request was made for spring protection, maintenance and servicing of boreholes and scaling up distribution of water tankers.</p>	
<p>Ward 1, Umdoni LM</p> <p>This is one of the poorest wards in the Province. The Mayor of the Umdoni LM, Cllr S T Khathi, has not set foot in the Ward. Minister for Co-Operative Governance and Traditional Affairs, Hon. N C Dlamini-Zuma was requested to extend an invitation to the Mayor to visit the ward. The area is besieged with water, electricity and sanitation challenges.</p>	
<p>Ward 7, Umdoni LM</p> <p>There is no running water in the Ward since 2017, there is a water tanker that comes to the area, but more days in a week must be added.</p>	
<p>Ward 19, Umdoni LM</p> <p>There are voting districts (e.g. Swelihle reserve and Sheshi) within the Ward that are completely cut off from water supply. As a result, people have no option but to fetch water from the river and this is difficult for senior citizens. It was not fair for the community to continue paying for water when water is not being delivered. The community has reported the matter to the ward Councilor who has in turn escalated it to Ugu DM.</p>	
<p>Ward 01, Umuziwabantu LM</p>	

<p>80 % of the population remains without water. Water tanks provide water once in a while due to poor access roads. The community needs more boreholes and water tanks to harvest rain water.</p>	
<p>Ward 2, Umuziwabantu LM</p> <p>Water supply service must be brought closer for senior citizens and for physically challenged people who cannot reach the communal water collection points.</p>	
<p>Ward 03, Umuziwabantu LM</p> <p>Ugu DM told the community that this Ward is located on a steep area and cannot be provided with water. The current source of water are streams and rivers. Ironically, pipes are being installed from river Weza to supply Harding – which is also on a steep area. Those pipes will run past a number of villages currently without water such as Liphepheni, Ehlathini, Ezingungulwini.</p>	
<p>Ward 6, Umuziwabantu LM</p> <p>The community needs a borehole with a strong pump for the communal water supply.</p>	
<p>Ward 9, Umuziwabantu LM</p> <p>The community in the Eguncwini area does not have access to clean water and people are using unsafe water from streams. The protection of streams and springs as a solution to the water crises was requested.</p>	
<p>Ward 11, Umuziwabantu LM</p> <p>Sewer pipes have burst and are overflowing at Phase 3. Several other overflowing sewer lines have remained in this condition for the past five years. A four-year-old child recently drowned in an open sewer drain, her funeral was to take place on</p>	

<p>17 November 2022. Drinking water is not safe, is muddy and contaminated.</p> <p>A request was made for desludging of pit toilets at Phase 1 & 2.</p>	
<p>Umuziwabantu</p> <p>A reservoir constructed in 2010 in KwaMgaye is not operational and has been abandoned. The site is now used as a hideaway spot for stolen items. The community does not have access to water.</p>	
<p>Kwa-Dweshula reserve, Umzumbe LM</p> <p>There is a reservoir in the ward but it has never worked. Due to bad terrain, water tankers are unable to deliver water.</p>	
<p>Ward 3, Umzumbe LM</p> <p>There are no toilets in the ward. Local schools do not have access to potable water, decent and safe ablution facilities. Ugu DM was requested to at least provide the community with a schedule for water cuts.</p>	
<p>Ward 11, Umzumbe LM</p> <p>Funding allocation for water is not adequate. Stop gap measures such as installation of boreholes, tanks to harvest rain water and water tankers to supply clean water must be accelerated. It was requested that National Treasury give priority to Ugu DM (Water Service Authority) the same way it does to Eskom and other State Owned Entities (SOEs), otherwise, failure to heed the call would not dissuade residents from participating in sporadic water protests.</p>	
<p>Ward 7, Umzumbe LM</p> <p>A reservoir in the ward has remained empty since 2012.</p>	

<p>Ward 8, Umzumbe LM</p> <p>Some boreholes have been installed however the ward is quite huge and more boreholes must be constructed.</p>	
<p>Ward 15, Umzumbe LM</p> <p>There is a lack of access roads and water tankers are therefore not an option. Ugu DM was requested to scale up installations of boreholes as a short term solution.</p>	
<p>Ward 16, Umzumbe LM</p> <p>For years the ward is without water. Government's commitments to promoting healthy living is questioned when there is no consistency in the supply of water.</p>	
<p>Ward 18, Umzumbe LM</p> <p>As residents in a reserve area, water tankers may provide short terms solution but medium term massive borehole should be installed. he ward does not have a constant water supply. People do not have access to water while some people are using purified water to flush their toilets. The question was posed to the Minister of Water and Sanitation, Hon. E S Mchunu, as to why fresh water is still used to flush toilets in 2022.</p>	
<p>Ward 19, Umzumbe LM</p> <p>The ward has been without water for years. The community was told by Ugu DM that there is one reservoir in Mandawe (Ward 05) but Ward 19 is located higher up on a steep gradient so water cannot be provided to houses without a strong pump.</p>	

<p>Ward 20, Umzumbe LM</p> <p>Ugu DM was advised to seriously consider developing springs as an alternative source of water supply. Illegal connection to water sources must be addressed. The KwaZulu-Natal Department of Transport must expedite road transport so that water tankers can have access to provide households with water.</p>	
<p>The lack of artisan programmes and training on water management at the local Further Education and Training college was raised. Government was encouraged to give priority to the employment of land surveyors and engineers so that skills and knowledge can be transferred.</p>	

3.3. SITE VISITS

3.3.1. Marburg Pipeline Replacement Project

BACKGROUND INFORMATION	SUCSESSES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
<p>Date of Site Visit: 16 November 2022</p> <p>Municipality: Ray Nkonyeni LM, Ugu DM</p> <p>The Marburg water supply scheme was identified by Ugu DM's Water Services Department as one of its Non-Revenue Water (NRW) program projects. The Marburg water supply system has been affected by numerous pipeline failures due to the old and fragile existing 200mm</p>	<p>The project was completed within a record period of 4 months with no project specific challenges cited.</p> <p>The availability of water is constant unless in cases of burst pipes.</p> <p>The installation of the new water pipe has stabilised water supply and ultimately eliminated incidents of public protests by the community. There has been immediate stability in the system, with</p>	<p>There is a shortage of personnel that services water treatment plants within uGu District as currently they only have 2 and the ideal capacity to meet the demands should be at least 4.</p> <p>According to the last financial year's report, the municipality was sitting at 36.5% water loss but is trying to reduce the percentage by conducting timeous pipeline repairs</p>		<p>The municipalities to consider replacing the existing water meter systems with a prepaid system to eliminate billing challenges.</p> <p>The municipality should consider outsourcing the water supply to a water board (e.g., Umhlathuze Water and Umgeni Water)</p>

<p>diameter Asbestos Cement (AC) rising main pipe, from Bhobhoyi Water Treatment Works (WTW) to the Marburg reservoirs. The main objective of the pipeline replacement is to stabilise the water supply system and address long term complaints.</p> <p>The project involves the replacement of the existing 1.7 km, 200mm diameter AC pipe with 1.7 km of 450mm steel pipeline from Bhobhoyi WTW to Marburg Reservoir. An upgrade to the existing Marburg scheme is also necessitated by the shortage of adequate water</p>	<p>the reservoirs levels both trending well above 70% up to 85%. The reservoirs have a storage capacity of 2ML each and they have never been filled up at the same time. The new pipeline however has been able to fill up the dams. The water supply in the areas has improved</p>	<p>and identifying areas for improvement.</p> <p>One of the major concerns is infrastructure vandalism which involves sabotaging water valves and the theft of copper cables which causes disruptions in the water supply.</p> <p>With the recent floods and mud slides which has hampered access to some water meters in households, the municipality is unable to determine proper billing in households resulting in the decline in revenue collection.</p>		
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<p>supply due to the increased population numbers and increase in water demand. The current source of water is the Bhobhoyi WTW and has sufficient capacity.</p> <p>The project supplies the following villages:</p> <ul style="list-style-type: none"> • Esparanza, 5 203 households; • Grosvenor, 4 144 households; • Lions Grove, 2 300 households; • Merelwood & Mkholombe, 7 069 households; • Oslo Beach, 3 086 households; 				
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<ul style="list-style-type: none"> • Jesus Location, 864 households; and • Commercial / Industrial Hub, 156 households. <p>The project supplies 22 822 households in total and the total project cost is R 29 502 715 83.</p>				
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3.3.2. Kwaxolo Bulk Water Supply (Ugu DM)

BACKGROUND INFORMATION	SUCCESES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
<p>Date of Site Visit: 16 November 2022</p> <p>Municipality: Ray Nkonyeni LM, Ugu DM</p>	One of the major successes is that all three major contractors have reached practical completion stage.	The main challenge is funding as the municipal infrastructure grant is not sufficient to cover all the approved water related projects.		There is an urgent need to call for the intervention of the COGTA in resolving the impasse between the two provinces.

<p>The project has a duration of 24 months and comprises of three contracts as follows:</p> <ul style="list-style-type: none"> • Construction of Hannover Pump station; • Construction of 450mm diameter suction line and 400mm diameter rising main to the New Florida reservoir; and • Construction of 5ML concrete reservoir. <p>All three contractors have reached practical completion stage. The three main contractors were as follows:</p>	<p>The dams have sufficient storage capacity which if fully utilised could last the surrounding communities for more than 10 days during load shedding.</p> <p>Water tanks are able to get purified water as back up during water shortage.</p> <p>The reservoir system was improved from 1 million ML to 5 million ML.</p>	<p>Aging infrastructure causes too much water losses. The pipeline made of asbestos is too old.</p> <p>Load shedding and power supply problems due to the community refusing to grant Eskom access to get power supply in their area before meeting their demands.</p> <p>Illegal connections to existing pipeline by Ward 30 which affects water supply to wards 31, 32, 33 and 34.</p> <p>Lack of cooperation between COGTA in the</p>		<p>Eskom to engage the community affected about the agreed compensation, which is not land based however projects or monetary related.</p> <p>Upgrading of the infrastructure including the pipeline is needed.</p> <p>Overcommitting to projects should be refrained from and the approach should be to start with the easy projects first.</p> <p>The Municipality to sensitise the community about the water problems. Public participation is of cardinal importance and</p>
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<ul style="list-style-type: none"> • Hannover Pump Station: Amangqamqeshe JV; • Rising main: Thubalam Trading; • Concrete reservoir: Zamisanani Projects ; • Sub-contractors: Mavico Trading • Social Facilitator: Verve Consulting 		<p>Eastern Cape and KwaZulu-Natal.</p> <p>Installation of the Motor Control Centre panel.</p> <p>Hard rock encountered on the outlet of the reservoir.</p> <p>Service delivery issues which hinders the completion of the projects.</p> <p>Failure to get a direct electricity connection line in order to be exempted from load shedding is negatively affecting water supply.</p>		<p>Imbizos and other campaigns spearheaded by local councillors and mayors are required.</p> <p>Local leadership should engage with communities about illegal water connections.</p> <p>The affected lines or wards should be supplied with water with the use of water tanks.</p> <p>It was suggested that the dams should be filled in the evening for two days however, the community should be provided with the schedule of when the dam is going to be filled.</p>
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				New business plans or projects should be ceased until existing projects have been completed.
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3.3.3. St. Helen's Rock Raw Water Pump Station

BACKGROUND INFORMATION	SUCCESES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
<p>Date of Site Visit: 16 November 2022</p> <p>Municipality: Ray Nkonyeni LM, Ugu DM</p> <p>The St Helen's Rock Raw Water Pump Station (RWPS) was established in 1974 and is located in Ray Nkonyeni LM.</p>	<p>The Storage Dam allows the supply of water to continue in the event of a breakdown.</p> <p>Switch gear units on high voltage panels were overhauled to address the issue of power surges as a result of load shedding, however, the pump station</p>	<p>Faults in the pump system caused by ageing infrastructure leads to break down of mechanical and electrical components and water supply interruptions.</p> <p>High table levels due to rains upstream and high flows of the river result in interruptions in production</p>		<p>Ugu DM must develop and submit to the NCOP a maintenance plan/schedule for this pump station. This plan will assist the NCOP to monitor its implementation for oversight purposes.</p> <p>Adequate budget must be allocated to maintain and</p>

<p>This pump station is the biggest in the Ugu District and pumps 109 ML of water per day. It supplies water to more than 840 000 people from both coastal and inland areas, which include urban and rural communities.</p> <p>At the beginning of 2021, St Helens experienced several breakdowns and severe water supply interruptions. To overcome these challenges, the Provincial COGTA Department provided funding of R15.3 million through the Massification</p>	<p>was later exempted from load shedding.</p> <p>Switch gear units will be maintained for a period of two years by the Original Equipment Manufacturer (OEM) in terms of the contract with the OEM.</p> <p>Pumps were purchased for the new generation low lift installations and the OEM has cleared it with customs. Pressure testing for these pumps will be carried out off-site on 28 November 2022 and installation is to commence on 1 December 2022.</p>	<p>or “down time” at the pump station. This is because low lift pumps can be carried away by the current of the river if it is not lifted.</p> <p>Mechanical and electrical components are affected by load shedding and occasional system failure as a result of electrical surges when power is restored.</p> <p>Funding allocated to Ugu DM is inadequate to do a comprehensive replacement of the pumps, hence the Municipality is refurbishing the existing pump system instead.</p>	<p>upgrade additional pump station components.</p> <p>Ugu District Municipality must prioritise fencing of the storage dam.</p>
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<p>Grant to optimise the pump station.</p> <p>The project involves the refurbishment of the ageing pump station equipment and the installation of access control on critical installations (security initiatives). The scope of work included in the project includes:</p> <ul style="list-style-type: none"> • Service and repair of high voltage switch gear panels for high lift pumps; • Overhauling high lift pump number 4; • Servicing high lift pumps 1, 2 and 3; 	<p>Four of the low lift pumps were overhauled while awaiting the new generation low lift pumps.</p> <p>Lifting equipment was repaired and safety compliance certificates were received for the three lifts that are used.</p> <p>Overhaul of equipment has allowed the pump station to reduce its electrical consumption because it only pumps during certain times of the day (for 16 hours instead of 24) while still maintaining dam levels.</p>	<p>Poor network coverage affects the operations of this pump station.</p> <p>Presence of condemned and unsafe lifting equipment.</p> <p>The storage dam is not fenced due to theft.</p>		
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<ul style="list-style-type: none"> • Supply, delivery and installation of the new generation low lift pumps including the modification of base plates, housing, and new Motor Control Centre (MCC) panels for the low lift pump, • Repairing leaking on the 900mm bulk line, and • Servicing the lifting equipment and obtaining safety certification for the lifting equipment. <p>The project is 91% complete with expenditure at 94%.</p>	<p>Rain gauges were placed in Underberg to monitor the amount of rain received in that area so that the station can anticipate any floods or high river flow and lift the equipment before it reaches the plant. This prevents any equipment from being swept away by the river current.</p> <p>Three people work shifts to guard the Storage Dam and direct away any children or cattle who may wander too close to the dam.</p>			
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<p>Upon completion of the project wards 3, 5, 6 and 12 – 28 will benefit. Further benefits of the project would include the security of water supply in the Ray Nkonyeni LM and the renewal of ageing infrastructure thereby improving efficiency in the supply of water.</p>				
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4. SOCIAL SERVICES (FOCUSING ON SOCIAL GRANTS, HOME AFFAIRS AND HEALTH)

4.1. BACKGROUND

The main challenges of communities are related to the size and rural nature of the District, with government infrastructure spread too far apart for many communities to access. Communities focused on the distances rural communities have to travel to reach Home Affairs (HA), South African Social Security Agency (SASSA) and medical care facilities. In terms of clinics, the community also requested that more facilities should be open 24 hours a day in order to cater for people experiencing medical emergencies in outlying areas. Dissatisfaction was further expressed with the treatment people received when reaching a Home Affairs office in particular. It was felt that the service should be improved in order to prevent the need for multiple trips to Home Affairs, which is very expensive.

The input received clearly expressed people's need for mobile services to be supplied to outlying communities. It was emphasised that in many instances, these services were supplied in the past but had been discontinued. Linked to the challenges of distance between communities and multipurpose service centres was the fact that communities wanted more clinics, SASSA and Home affairs offices located within the District. Another key theme emerging from the session is that people with disabilities struggle to gain access to many Departmental buildings, as these have not been made accessible to individuals in wheelchairs. Where buildings are accessible, other amenities such as bathrooms are not wheelchair friendly, thus causing discomfort. Many inputs were received stating that Home Affairs officials do not treat senior citizens and people with disabilities with respect. Offices are always full of people seeking assistance and it is these groups that are turned away without being assisted. Main points of public concern during the public hearings focused on the following:

Home Affairs

- Outlying communities experience significant challenges accessing Home Affairs offices which are located in Scottsburg and Port Shepstone, which is very far away from many communities.
- Due to the inability of residents to utilise online booking services from Home Affairs, they travel to Port Shepstone at great expense, only to be turned away at Home Affairs because officials state that they have reached their capacity for the day already.

- When there is load shedding, computer systems do not come online for a long time after electricity is restored. On other occasions, the power is not off but officials still claim to be offline. This is a challenge for people who travel from far away only to be turned back at the Home Affairs office. When capacity has been reached for the day, those present cannot make appointments for the next day and this is unfair to people that had been in line the whole day.
- Home Affairs challenges further extended to the delivery of documents once a successful application is submitted. People wait very long for documents, and these are often sent to the wrong home affairs office.

SASSA

- People have to re-apply for disability grants every year, even though they are clearly disabled.
- Other matters raised were the fact that people have to travel far to reach SASSA offices, and then face a high risk of being robbed due to a lack of security. The return of mobile SASSA units, including to outlying areas, was requested, as this service existed in the past.
- A further challenge raised that many people in the district are illiterate and struggle with the grant application process. This should be simplified.
- Parents with disabled children struggle. There is only one special school in the district, and after children turn 18, there is no more financial or education support for them.
- SASSA pay points are too far away from rural municipalities. People travel far and the risk of being robbed are high. People also have to stand in the sun for a very long time without any shade or shelter being provided. Pay points need to arrange a tent and mobile toilets.
- The grant application process is tedious especially for the elderly who have to travel vast distances to apply for their grants.
- There is a need for mobile offices and SASSA pay points in rural municipal areas. People cannot afford to travel far to reach the current offices.

Health Facilities

- Community members raised concerns with health services in the area. Many outlying areas do not have access to clinics, while operational clinics are not all open for 24 hours a day. Clinics are only open for short periods, with clinic staff frequently holding meetings during the time that they should be treating patients.

- For more serious medical situations, people used to be able to go to Port Shepstone hospital, but are now referred to Gamalakhe clinic, which is too far away.
- The community wanted to know why there are no longer Social Care Givers (SCG) available in many areas, and why those caregivers that have been volunteering for a long period are not being paid.
- The overwhelming majority of the public input expressed the wish to use the hospital closest to them. Gamalakhe or Scottsburg hospital is too far for them to be referred to, and that they would like to be allowed to access health care services in Port Shepstone hospital.
- Communities voiced their desire to see mobile health services return, and that more clinics need to be constructed in their communities as the current clinics are too far apart, only operate for a part of the day and are under-staffed.

4.2. PUBLIC HEARING

CHALLENGES RAISED BY THE COMMUNITY	EXECUTIVE UNDERTAKINGS
SOCIAL DEVELOPMENT	
Ward 24, Ray Nkonyeni There is no desk for people with disability and people from this sector want to be represented in the municipality. It is not correct that the disabled community is not able to put forward their own representatives.	Response by Hon. L D Zulu, Minister of Social Development The Minister expressed a broad guiding statement that she agrees with the majority of the views expressed and challenges encountered by her Department, she will nonetheless submit her response in the form of a substantive report to be tabled in Parliament.
Ward 32, Ray Nkonyeni LM Grants are applied for but there is no feedback and grants are not paid. The community needs assistance with this.	
Ward 1, Umdoni LM People live in poverty and a soup kitchen that was suspended and which was assisting people in that area must be reinstated.	

<p>Ward 2, Umuziwabantu LM</p> <p>Physically challenged people who are unable to walk need wheelchairs because they are transported in wheelbarrows when they have to go to health care facilities, and are unable to collect water. Harding SASSA offices do not have a ramp for disabled people who use wheelchairs.</p>	
<p>Ward 8, Umziwabantu LM</p> <p>SASSA staff at the Harding office treat the elderly and disabled people poorly. There is also no wheelchair-friendly building access or toilets.</p>	
<p>Ward 9, Umuziwabantu LM</p> <p>There are no SASSA offices in this ward and reaching the existing offices are very difficult. There is certain SASSA infrastructure completed in the area, but it is not safe to go there as people are frequently robbed there.</p>	
<p>Ward 14 and 15, Umzumbe LM</p> <p>There is a need to return to the system of mobile pay point visiting communities. The current pay out points are dangerous as people are being robbed and the pay points need additional security.</p>	
<p>A drug rehabilitation centre is needed in Umzumbe.</p>	
HOME AFFAIRS	
<p>Ward 2, Ray Nkonyeni LM</p> <p>In the past, there was a Home Affairs satellite office nearby that people could walk to however now the closest is at Park Rynie. It is very expensive to travel here. Load shedding is a further problem. Even when the power is on in an area, Home Affairs officials claim that their systems are offline.</p>	<p>Response by Hon. P A Motsoaledi, Minister of Home Affairs</p> <p>The Minister acknowledged that the Department of Home Affairs is indeed a problematic department. Major concerns that plague the Department are as follows:</p>

Ward 23, Ray Nkonyeni LM Home affairs officials are only efficient during election years. As soon as the elections are over, the service becomes poor again.	<ul style="list-style-type: none"> • Shortage of physical offices, there are 412 offices throughout South Africa; • Shortage of staff; • Technological challenges in terms of unreliable network availability that hampers the operations of offices. Generators will prove ineffective if the systems are not linked to an operational network provider. • Corruption and lack of professionalism amongst staff.
Ward 32, Ray Nkonyeni LM There is a need for Home Affairs services in the Ezingolweni area. The Home Affairs office in Port Shepstone is too far for people coming from Ezingolweni. The Community needs a Home Affairs mobile service to come assist floods victims in Ezingolweni.	
Ward 01, Umuziwabantu LM This Ward needs its own Home Affairs mobile unit as they cannot afford to go to town and more staff must be added at Home Affairs office in Harding.	
Ward 9, Umuziwabantu LM There is insufficient Home Affairs infrastructure in the Ward. The offices never have forms available. Most people from this Ward have to use Post Office infrastructure for services. The office is not good at assisting the elderly.	<p>In respect of the filing system, there is an e-filing solution to ensure that files are kept safely.</p> <p>Home Affairs officials have no right to limit the number of people getting services per day. This issue it taken very seriously and the Minister undertook to address staff behaviour.</p>
Ward 7, Umzumbe LM The Home Affairs office in Scottsburg is very far for people from Ward 7. A mobile unit taking services to the people would assist. Elderly people have to hire cars to reach this office, which is very expensive	<p>It is not required for officials to require a biological parent when children apply for IDs or birth certificates.</p> <p>Mr Mncwabe (from the provincial office) will form a stakeholder forum to ensure that issues raised will be attended to.</p>
Ward 14, Umzumbe LM A Home Affairs mobile unit and SASSA mobile unit has to visit this Ward as it is too far to travel to the current offices.	<p>The Department will increase the number of mobile offices and will acquire another 120 mobile offices in the next financial year. There are 14 mobile offices in KwaZulu-Natal and the Department will add 40 more mobile clinics to</p>
The application process for identity documents and birth certificates are lengthy and cumbersome.	

<p>Delayed applications are especially problematic, as the incumbents need to prove their age/date of births. To solve these problems, births should be registered at hospitals and children should be able to apply for a first South African Identity Document (ID) without their birth mother present.</p>	<p>service the Province. All mobile offices are equipped with built in generators in case of load shedding, however, the network might be affected in terms of network towers. The Department will acquire mobile offices with satellite dishes to minimise disruption during load shedding.</p>
<p>Identity theft is on the increase resulting in several individuals not being able to apply for legitimate ID's. Orphans living with the elderly are not getting their grants because SASSA wants a father of the child as a condition to qualify for the child support grant. This is unfair because usually the elderly do not know who and where the father of the child is.</p>	<p>Limited budget for the past financial year had prevented the Department from employing additional staff. Allocations made in this financial year would however allow the Department to employ additional staff.</p> <p>To guard against identity theft, the Department wants new births to be registered within 30 days of birth and a Birth Certificate issued. The Department teams up with hospitals to ensure that newborns are issued with birth certificates when they are born. Forty – one service points are currently available at various hospitals in the Province.</p> <p>Banks are also utilised for Home Affairs services so that people do not always have to go to Home Affairs offices. However, the program is slow because banks want technological issues to be resolved.</p> <p>The appointment system allows persons to book an appointment online and through their mobile phone so that they do not have to wake up early in the morning to access services. The booking system will solve the issue of long lines in the</p>

	<p>offices. The Department has already engaged with local structures, including the elderly, to assist person with how to make appointments.</p> <p>The Department has piloted the provision of Home Affairs services at Menlyn Mall and are currently assessing if more services are made available to people.</p> <p>The Department will be undertaking a digitisation process. The Department has 350 million records and 10 000 unemployed graduates with ICT qualifications will be hired to digitise the record systems in the Department.</p> <p>The Department is addressing corruption. Biometrics with retina recognition are introduced to curb the scourge of fraudulent documents. Arrests are being made concerning corrupt staff however investigations prove to be lengthy and costly.</p> <p>No family must be sent home without a death certificate and officials are obligated to write the certificate down manually if the system is down.</p>
HEALTH	
<p>Umdoni LM</p> <p>People with wheelchairs struggle in the area as there is a lack of water and people are supposed to go and collect water at water points. People in wheelchairs cannot reach these water points. RDP houses are also built with toilets that cannot accommodate people in wheelchairs.</p>	<p>Response by Hon. P A Phaahla, Minister of Health</p> <p>The Minister acknowledged that the referral of patients to other institutions is a common practice. This occurs when there is a shortage of personnel or equipment to treat the patient. Most clinics are</p>

<p>Ward 9, Ray Nkonyeni LM</p> <p>There are an insufficient number of clinics in the area in terms of the number of people who live here. More clinics are needed.</p>	<p>unable to operate 24/7 due to staff shortages or security risks.</p>
<p>Boboyi village area, Ray Nkonyeni LM</p> <p>There is only one special school in the area, and when children reach 18 years of age, there is no more government support for parents. There is nowhere for these children to go and parents no longer receive any subsidies. Parents also struggle because there are no more Community Care Givers (CCGs) active in the area. They need to be re-employed as they helped a lot.</p>	<p>Mobile clinics could be a possible solution to getting much needed medical care to the areas that are far from a clinic.</p> <p>Negotiations are ongoing between the community health care workers and the Department to finalise the matter of their salaries.</p> <p>The School Health Care Programme is in place to assist all scholars to have their eyes tested and if need be to get the necessary prescribed spectacles.</p>
<p>Gamalakhe, Ray Nkonyeni LM</p> <p>The clinic in Gamalakhe needs an upgrade of its patient filing system. The clinic is like a hospital and it is very useful but the filing section is too congested and sometimes patient files get lost or misplaced. There is a need for wheelchairs at the Gamalakhe clinic as well as tents for the elderly.</p>	
<p>Ward 1, Umdoni LM</p> <p>This ward needs a clinic. It is too far to walk to the existing clinics, and they are full most of the times.</p>	
<p>Ward:4, Umdoni LM</p> <p>The clinic is too far and there is not a tarred road that leads there.</p>	
<p>Ward 9, Umdoni LM</p> <p>The clinic in Dududu is very far, people need a mobile clinic to cater for those that cannot get to Dududu.</p>	
<p>Ward 9, Umuziwabantu LM</p> <p>The Primary Health Care facility in Ward 9 does not service people accordingly, health care workers</p>	

<p>start work late and finish early and this deprives people from accessing health care. Often, staff call meetings during working hours, further reducing consultation time.</p> <p>The area needs another clinic.</p>	
<p>Umuziwabantu LM</p> <p>There is a need for another hospital or a 24hrs Community Health Centre as the population has grown. There is also a shortage of medical supplies in the Harding hospital.</p>	
<p>Ward 14, Umzumbe</p> <p>There are no community caregivers (CCGs) in the area. A Community Health Centre (CHC) that operates 24hrs is needed in the area. This Ward needs a clinic. It is too far to walk to the existing clinics, and they are full most of the times.</p>	
<p>Umzumbe LM</p> <p>Residents want access to Port Shepstone Hospital as opposed to Scottsburg Hospital because of distance.</p>	
<p>The clinic that is available to service the Umzumbe LM, Harding and its surrounding areas are often understaffed, under resourced and have a lack of available ambulances.</p>	
<p>Clinics that were supposed to be operating 24 hours a day and 7 days a week are not doing so. Staff often close the clinics at 15h00.</p>	
<p>The clinic at Scottsburg is far and people have to hire transportation to go to the clinic.</p>	
<p>There has been an increase in the number of scholars with poor eyesight. A request was made for intervention from government to assist these kids with eye tests and spectacles.</p>	

Patients are often not treated at the clinics but are referred to other medical institutions.	
It was requested that the salaries of community health care workers be finalised.	

5. INFRASTRUCTURE (FOCUSING ON TRANSPORT, ROADS AND PUBLIC INFRASTRUCTURE)

5.1. BACKGROUND

The KwaZulu-Natal Provincial Government, through the Department of Public Works and Roads is managing a road network of 25,600 kilometres (km). This includes 1,147 km of the road network in the eThekweni Metro area and 1,138 km of national routes. In addition to this, 6,656 km is surfaced and 18,943 km is gravel. The cumulative effects of increasing road usage and accumulated deficits in the funding of road maintenance are felt by all road users in terms of increased vehicle operating costs. The deteriorating condition of roads in the Province is a cause for concern as it contributes to rising costs, inflation and increasing accident rates. The provincial road network accounts for a high proportion of the road network in the Ugu District and covers a vast range of types of roads from main regional links (class 2) through to local roads (class 7) . Access to road infrastructure varies across the District, especially between rural and urban areas. Access to public transport is a major development challenge within the District and a potential factor in increasing the access communities have to economic opportunities. At least, 87% of public transport users within the District are dependent on mini bus transport, compared to 9% dependence on bus transport. Access to rail transport is limited within the region. The metropolitan rail system serving eThekweni only reaches the northern extremity of the District with three stages in the Umdoni LM, namely Kelso, Park Rynie and Scottburgh. Currently, Transnet Freight Rail uses the electrified south coast railway line. No commuter services are offered beyond these three aforementioned stations. The main challenges expressed during the public hearings were as follows:

- Pedestrian bridges that collapsed during the floods have not been reconstructed and roads are not tarred. Other smaller bridges are overflowed.
- Poor road conditions are made worse by inclement weather and adversely affect community livelihoods. Emergency patients don't reach clinics/ hospital in time owing to the bad state of roads, teachers and children cannot go to school when it is raining.
- Many roads are not tarred because taxis and buses cannot make use of it, communities are many times cut off from accesses services and shops.
- A pump station that was left open in Ward 9 in Umuziwabantu LM and a child drowned and died whilst playing there.
- Access roads are in a poor state and water tankers cannot supply water to households after heavy rains

5.2. PUBLIC HEARING

CHALLENGES RAISED BY THE COMMUNITY	EXECUTIVE UNDERTAKINGS
<p>Ward 1, Ray Nkonyeni LM</p> <p>The community of Port Edward were not consulted on the construction of the N2 toll road that will run from East London to Port Elizabeth.</p>	<p>Response by Hon. S E Hlomuka, KwaZulu-Natal MEC for Transport, Community Safety and Liaison</p>
<p>Ward 6, Ray Nkonyeni LM</p> <p>Road-life expectation is short due to erosion and lack of maintenance and the area needs a tarred road. The storm water drainage system is poorly maintained and must be repaired.</p>	<p>In the current financial year a total amount of R500 million has been allocated for the reconstruction and maintenance of roads in the Ray Nkonyeni LM.</p>
<p>Ward 9, Ray Nkonyeni LM</p> <p>It was acknowledged that Road P732 is in satisfactory condition however Road D203 should be tarred and need pedestrian bridges.</p>	<ul style="list-style-type: none"> • Road P57 in the Ray Nkonyeni LM was allocated a total amount of R179 million. The work to upgrade the road has already commenced.
<p>Ward 20, Ray Nkonyeni LM</p> <p>A request was made for Road D1214 to be tarred road but the road is still gravel.</p>	<ul style="list-style-type: none"> • The upgrade of Road P1095 will commence in the next financial year.
<p>Ward 23, Ray Nkonyeni LM</p> <p>The area needs RDP houses and tarred roads. Jesus Road is used as a taxi route but is not tarred and has potholes. The community of Sozala and Dunjazana need houses.</p>	<ul style="list-style-type: none"> • Road D365 road in Madlala has been allocated a total sum of R51 million. • Road RD1091 has been allocated a total amount R120 million.
<p>Ward 27, Ray Nkonyeni LM</p> <p>Roads have been damaged since 2019.</p>	<ul style="list-style-type: none"> • Road P1095 in the Xolo area has been allocated a total amount of R60 million however, the project will only commence in the next financial year.
<p>Ward 32, Ray Nkonyeni LM</p> <p>The area needs a community hall and roads to be repaired.</p>	<ul style="list-style-type: none"> • Road D1097 in Nzimande has been allocated a total amount of R105 million.
<p>Ray Nkonyeni LM</p> <p>There is a need for pedestrian bridges that will connect learners to the schools. There is no</p>	

garage in the area and the old municipal building was to be repaired after they were burnt down during looting. Bridges are too low and easily washed away by floods.	Response by Hon. N N Mahlaba, KwaZulu-Natal MEC for Human Settlements and Public Works A total of 300 RDP houses have been approved for construction in the eZingolweni area for the next financial year. The process of building RDP houses in Ward 24, through the “Sukuma Sakhe” programme is set to commence soon. The plans to build RDP houses in Ward 17, uMdoni are at an advanced stage.
Ward:4, Umdoni LM Bridges that collapsed during the floods have not been reconstructed and roads are not tarred.	
Ward 6, Umdoni LM The Umdoni dam collapsed due to flooding and is yet to be reconstructed. Road D619 should be tarred.	
Ward 7, Umdoni LM Roads in the area are bad and slippery and the drains are blocked. Speed humps are needed on the phase 1 road.	
Ward 1, Umuziwabantu LM Quarry or concrete is needed for roads in steep areas. No roads have been constructed in the past ten years. Egusheni road needs to be tarred.	
Ward 2, Umuziwabantu LM Government should prioritise the reconstruction of Roads D165, D125 and D860 in the Nomlaka area. The community hall that was damaged should be fixed. Many emergency patients don't reach clinics/ hospital on time owing to the bad state of roads. The roads are not in a good condition and needs to be developed. Concrete in steep/up hills was requested because the road gets muddied during the rainy season.	
Ward 5, Umuziwabantu LM There are no access roads and the community needs a bridge crossing to the Eastern Cape.	
Ward 6, Umuziwabantu LM	

<p>Pedestrian bridges are needed that will enable learners, educators and communities to access education and health facilities as well as other services across the river.</p>	
<p>Ward 8, Umuziwabantu LM</p> <p>Road P254/1 is in a poor state and needs to be reconstructed.</p>	
<p>Ward 9, Umuziwabantu LM</p> <p>Road D862 should be upgraded to a tar road. The community needs a pedestrian bridge in the Weza area for the learners. Road D1100 road should be upgraded to a tar road. Learner transport is needed to transport learners in the Hhafuleni and Albert areas. Road maintenance is needed in the Kwa Jali area and government has failed to construct a tarred road here as previously promised. A progress report was requested on Road D1057. The community of Nomoyi has asked for bridges but nothing has happened.</p> <p>There is a pump station that was left open and a child drowned and died whilst playing there.</p>	
<p>Ward 10, Umuziwabantu LM</p> <p>There are no tarred roads. Gravel roads are in a bad state and are not maintained. The roads were last maintained in 2010.</p>	
<p>Ward 11, Umuziwabantu LM</p> <p>Gravel roads are extremely volatile and the rocks are eroded easily. In the rainy season, one never knows if the road used in the morning will maintain the same shape for the return journey.</p>	
<p>Ward 15, Umuziwabantu LM</p>	

<p>Access roads are in a poor state, even water tankers cannot supply water after heavy rains. There is a small bridge that is overflowed when there are heavy rains and teachers and children cannot go to school when it is raining. The roads are not tarred and taxis and buses cannot enter the community.</p> <p>There are not enough toilets in the area.</p>	
<p>Ward 3, Umzumbe LM</p> <p>A request was made for a refuse dump site for the community.</p>	
<p>Ward 6, Umzumbe LM</p> <p>A bridge is needed to connect Bhanoyi and Phembukukhanya.</p>	
<p>Ward 14, Umzumbe LM</p> <p>The bridge from ZG to Ezinqoleni was never completed. Access roads from schools to homes must be repaired.</p>	
<p>Ward 15, Umzumbe LM</p> <p>Construction on Road P72/2 was never finished and roads D1077 and D1076 are not accessible. The road from Nhlambamkhosi to Road D1075 must be tarred.</p>	
<p>Ward 18, Umzumbe LM</p> <p>Road P198 should be upgraded from gravel to tar and a pedestrian foot bridge is needed in kwaFica.</p>	
<p>The community had previously sought the assistance of the municipality in relation to the deteriorating state of the roads from Esitezi to KwaJali and Ematsheni, to no avail. The Provincial Department of roads was requested to assist.</p>	

<p>The Bridge to Thokotha must regravelled as taxis struggle on the road when it rains. The road from Bhokodisa to Trafalgar must be repaired.</p>	
<p>The community is satisfied with the construction of the tarred road project in Ward 14. However, the community requires an update on the planned upgrade of the gravel road in the Madlala area.</p>	

5.3. SITE VISITS

5.3.1. Louisiana Ring Road

BACKGROUND INFORMATION	SUCCESESSES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
<p>Date of Site Visit: 16 November 2022</p> <p>Municipality: Ray Nkonyeni LM</p> <p>There are three roads connected to this project, which make up the main taxi route within the Louisiana area. These three roads, were all previously gravel roads and were in a poor condition. Most of the stormwater pipes on the route were completely</p>	<p>Skills transfer to 5 local Small Medium and Micro Enterprises (SMMEs).</p> <p>30 local labourers employed.</p> <p>Improved road condition and easy access when travelling to hospital, schools and clinics during sever or harsh weather conditions.</p>	<p>Demands and threats from local business forum.</p> <p>Refusal by local residents to relocate structures encroaching road reserve.</p> <p>Existing water pipeline built on the road.</p> <p>Existing Eskom infrastructure positioned on the road.</p>		<p>The transfer of skill development to the community should reflect the demographics of society in terms of gender, disability and youth.</p> <p>The Municipality must pronounce and take action on the RDP house that has been extended without the approval of the Municipality and positioned on the road and under dangerous electrical lines.</p>

<p>blocked and served little to no purpose.</p> <p>Ray Nkonyeni LM, as part of its budget for the 2021/2022 financial year, appointed Gilgal Development Consulting Engineers and Project Managers through Integrated Urban Development Grant (IUDG) funding for the upgrading of Ring Road in Louisiana Ward 15.</p> <p>The scope of the work includes the construction of 2.5 km surface road, storm water culverts, concrete v-drains and guardrails.</p>		<p>Confined working space due to houses built on road reserve.</p>		
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5.3.2. Main Harding Road

BACKGROUND INFORMATION	SUCCESSIONS	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
<p>Date of Site Visit: 16 November 2022</p> <p>Municipality: Ray Nkonyeni LM</p> <p>R54 million has been allocated for the rehabilitation of Main Harding Road.</p> <p>60 jobs have been created through the project.</p> <p>The project is scheduled to be completed in February 2023. It entails the 2.1 km</p>	<p>A traffic management plan has been adopted.</p> <p>A full-time Health and Safety team ensures that signage and demarcation are properly managed on-site to ensure the flow of traffic and pedestrians.</p> <p>A Social Facilitator is appointed as part of the project team who ensures continuous communication between business owners and the project team.</p>	<p>The main challenge has been the management of traffic and access to businesses along the construction route.</p> <p>The ongoing concern by business owners is that the project is affecting their businesses' profit margins due to the drop in customers caused by the construction.</p> <p>Damages suffered during the April 2022 disaster meant that some works needed to be redone thus</p>		<p>The delegation noted that the Youth, Women and People Living with Disabilities are not equitably represented in the project. A recommendation was made that these sectors must be included in the employment opportunities as well as in business opportunities. The delegation strongly suggested the appointment of women owned construction companies for the remaining four project phases.</p>

<p>road from N2 (Marburg) to the uMbango River bridge.</p> <p>The scope of work includes the construction of a new road layer, improved intersections, installation of traffic lights and construction of drop-off points.</p> <p>The rehabilitation of the two roads include the drainage systems as well as the repairing of potholes.</p>	<p>A project Steering Committee which involves all relevant stakeholders from business owners, transport operators and community representatives meets once a month to report on progress and challenges.</p> <p>The storm water system and drainage system is placed strategically for catchment of water using 600m and 900m diameter drains depending on the position.</p> <p>High density paving is used on sidewalks.</p>	<p>affecting the overall anticipated completion date.</p> <p>A pedestrian bridge has not been included in the plan.</p> <p>Women are not represented in the workforce nor the construction companies: of the eight contractors, only three are women.</p> <p>There is shortage of Black suppliers in the construction space in the area.</p>	<p>Local businesses, in particular that owned by previously disadvantaged people, must be promoted. The delegation recommended that youth must be given sub-contracting opportunities.</p> <p>On the safety issue, the delegation emphasised the need for full adherence to the safety protocols.</p> <p>The delegation recommended that contractors must consider working night shifts so that the project can be completed faster. This will ensure that major milestones will be reached</p>
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	Some of the damage to works have been covered through the contractor's insurance.			<p>before the Christmas season to avoid heavy traffic congestion for businesses.</p> <p>The delegation appealed to the contractor to ensure that employees are paid accordingly when working weekends.</p> <p>It was recommended that a pedestrian bridge be built going to town as a safety measure.</p>
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5.3.3. Margate Airport

BACKGROUND INFORMATION	SUCCESESSES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
<p>Date of Site Visit: 16 November 2022</p> <p>Municipality: Ray Nkonyani LM</p> <p>The airport is currently managed by the Ray Nkonyeni LM. The airport is located 190km away from King Shaka international airport.</p> <p>The profile of the passengers ranges from business and tourism travelers to other commuters travelling</p>	<p>Margate Airport typically serves over 35 000 passengers annually.</p> <p>CemAir runs a daily scheduled service to and from OR Tambo International Airport in Gauteng. The airport has its busiest period during the December/January holiday season and on Fridays and Mondays.</p>	<p>The airport infrastructure is not compliant in respect of the following:</p> <ul style="list-style-type: none"> • Fire Truck (Aerodrome Rescue and Fire Fighting) category upgrade. • Perimeter security fence. • Landside security (access control and security surveillance) • Joint Operation Centre (JOC) building and legislated equipment. • Resurface of runway and taxiway condition 		<p>Margate Airport should meet the needs for general aviation, pilot training, light aircraft maintenance and tourism opportunities, especially in the southern region of the Province.</p> <p>Margate Airport to be provided with an opportunity for a Smart Aero City Development which supports the hierarchical network of airport within the region.</p> <p>The improvement and expansion of the Margate</p>

<p>between the South Coast and Johannesburg.</p> <p>Its footprint extends to some parts of the northern part of the Eastern Cape including a significant portion of government officials from the neighbouring province of the Eastern Cape (Alfred Nzo) and Gauteng (OR Tambo International Airport) which has a catchment population of about 23 million.</p>		<p>of fire station and shelter for vehicles.</p> <ul style="list-style-type: none"> • Entrance to the airport from Road P200 and direct access from the N2 Highway to be explored. • Increased seating facilities for departure lounge and arrival area to accommodate bigger aircraft and increased passengers. • Upgrade of restaurant facility within the airport terminal building. 		<p>Airport will be a catalyst for additional opportunities within the surrounding precinct and stimulate new economic growth in the area to meet demand targets of 100 000 persons per annum.</p> <p>The policy plans and SDF must recognise the importance of the Margate Airport and its potential for Smart Aero City Development that will create new employment opportunities and position Margate as a key Industrial Business Hub within the Southern Region.</p>
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				Urgent assistance is required at Margate Airport for improvement of infrastructure, the firefighting engine and runway expansion for future growth.
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6. ECONOMIC DEVELOPMENT, AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT

6.1. BACKGROUND

Economic Development

There are significant threats to future growth in this sector as Ugu's comparative advantage in this sector was derived from sugarcane and banana production. Lowering crop yield, increased production and transport costs and competition from neighbouring countries may strip the District of this comparative advantage. This is particularly true for small-scale farmers, who also struggle to get access to the few sugar cane mills still operational. Until the sugarcane industry is reformed or agricultural products are diversified, this comparative advantage remains unstable and under threat. Speakers welcomed the announcement of a Maritime University, but requested that the Services SETA also develop and introduce short courses and training that aligns with the local job market and provide the necessary skills for entrepreneurs. Challenges raised during public engagement include:

- Farmers organised into cooperatives, especially women farmers, raised their frustration with the fact that they do not receive adequate support from that point forward. Challenges are wide-ranging, but were typically lack of access to land, challenges with the delivery of inputs and mechanised services, and lack of fencing.
- There is strong demand for younger individuals to be supported with training and skills development in order to enter the agriculture industry not only as farmer but also as the owners of agri-businesses, but there is little dedicated support from the Department. There is insufficient training and mentor support. Farmers receive two weeks of training, which is insufficient. Farmers need mentors that can assist them to become independent farmers.
- There are no markets created for small-scale farmers to sell their produce at, resulting in crop losses.
- South Coast sugar cane farmers registered for flood financial support after flood damage, but have not received any update on their claims. The farmers also struggle to stay profitable. Sugar tax and the distance to the nearest sugar mill is reducing income from production. There is a need for the development of a sugar mill closer to them.

- The importation of cheap bananas from neighbouring countries are harming the local industry. Rural farmers are struggling with production and transport costs, and cannot compete with the imported banana's prices.
- Government need to assist with small business development in order to boost the rural and township economy. When someone applies for a business loan, banks require a contribution from the applicant – normally 5%. The applicants simply do not have the capital to comply with this requirement.
- A lack of cell phone towers impedes business and employment. Tenders and job opportunities are advertised online, but people living in areas without cell phone or internet service do not see these advertisements.
- Government need to support small-scale farmers in the Umdoni LM. There are no formal fresh produce markets in the area, making it difficult for farmers to sell their produce.
- Umuziwabantu LM needs a Business centre where local businesses can display their products. There are manufacturers in the area that manufacture products such as building blocks, but they are not known and have not been able to supply local Reconstruction and Development Programme (RDP) housing developers.

Agriculture, Land Reform and Rural Development

The Ugu District has a diversified formal economy with strong public and private sector participation, with most industries contributing substantially to the provincial Gross Value Added (GVA). The District's economy is largely driven by the tertiary sector, which contributes approximately 59 % to the region's GVA. Wholesale and retail trade, catering and accommodation (16.9 per cent), supported by tourism and cross-border activities emanating from the Eastern Cape province emerges as the largest contributors to district GVA, followed by government (15.8 %), finance (15.8 %) and manufacturing (15.3 %). The district also has strong agricultural activities, which forms 10 % of the district GVA and contribute to employment.

The District's climate is well suited for agriculture and is thus seen as an opportunity for supporting growth. The District has large tracts of fertile land, a subtropical climate with high temperatures and a good water supply. The main agricultural activities within the District consists of crop farming, with sugarcane and bananas being the main crops in addition to others. The agricultural sector is faced with a number of challenges, such as the lack of tenure security both for commercial and emerging farmers,

and insufficient support for rural small-scale farmers. This is especially true for women and youth wishing to develop farming enterprises. The lack of title deeds restricts access of emerging farmers to financial services such as loans. While the agriculture sector has averaged growth over the past 10 years, there are significant threats to future growth in the sector, as indicated above. Challenges raised during public engagement include:

- Farmers organised into cooperatives, especially women farmers, raised their frustration with the fact that they do not receive adequate support from that point forward. Challenges are wide-ranging, but were typically lack of access to land, challenges with the delivery of inputs and mechanised services, and lack of fencing.
- There is strong demand for younger individuals to be supported with training and skills development in order to enter the agriculture industry not only as farmer but also as the owners of agri-businesses, but there is little dedicated support from the Department. There is insufficient training and mentor support. Farmers receive two weeks of training, which is insufficient. Farmers need mentors that can assist them to become independent farmers.
- There are no markets created for small-scale farmers to sell their produce at, resulting in crop losses.
- The rural nature makes dealing with stock theft very difficult. It takes too long for police to reach the area as farmers struggle to raise alarm about thieves in the area. A lack of cell phone services is the main challenge. Farmers suggest that communities, through traditional leadership, is supplied with radios in order to communicate with police directly when stock theft occurs.
- South Coast sugar cane farmers registered flood financial support after flood damage, but have not received any update on their claims. The farmers also struggle to stay profitable. Sugar tax and the distance to the nearest sugar mill is reducing income from production. There is a need for the development of a sugar mill closer to them.
- Making funding applications possible online means that only more well-to-do farmers are accessing support. The Department must ensure that rural farmers are also supported, as there are farmers with business plans but they are unable to access support.
- The importation of cheap bananas from neighbouring countries are harming the local industry. Rural farmers are struggling with production and transport costs, and cannot compete with the imported banana's prices.

6.2. PUBLIC HEARING

CHALLENGES RAISED BY THE COMMUNITY	EXECUTIVE UNDERTAKINGS
<p>Ward 14, Ray Nkonyeni LM</p> <p>Follow-up was made on the Municipality's commitment to install network towers to improve connectivity, however nothing has been done yet.</p>	<p>Response by Hon. S T Ndabeni-Abraham, Minister of Small Businesses Development</p> <p>During 27-28 October 2022, the Department was here with all the agencies to talk to the local businesses on the support and business opportunities for those who were affected by the floods. The Department disbursed over R2 million to help small businesses in this District.</p> <p>The informal traders who had applied for flood relief were provided with financial support in this district.</p> <p>South Africa is the country of laws, which means everyone, including foreign traders, who is trading must be trading within the laws. The Immigration Act stipulates that business visa is granted to those who are prepared to invest not less than R5 million in South Africa. Therefore, there are measures to ensure that foreign traders re-invest their proceeds within the Country.</p> <p>People are not required to pay a 10% fee to the Department when applying for funding, however, businesses must be registered with SARS. There is a R15 million scheme that caters for cooperatives. There are however conditions attached to accessing funding in terms of ensuring that the projects are viable.</p>
<p>Ward 16, Ray Nkonyeni LM</p> <p>Feedback was sought on the flood relief application for farm dwellers. The division of land for agricultural use is unfairly distributed.</p>	
<p>Ward 20, Ray Nkonyeni LM</p> <p>There is lack of funds to assist agricultural projects in order to uplift small businesses.</p>	
<p>Ward 22, Ray Nkonyeni LM</p> <p>Overpopulation by foreign nationals who are trading in local communities is a problem as their trading is unlawful. The revenue that they generate leave the country to support their countries of origin.</p>	
<p>Ward 28, Ray Nkonyeni LM</p> <p>Request was made for those 36 years of age, and therefore no longer classified as the youth, to be given agricultural support so that they become self-sufficient. There is also a need for fencing of community gardens to ensure that livestock do not trespass and feed on the produce.</p>	
<p>Umdoni LM</p> <p>Bridges that collapsed during the floods have not been reconstructed. It was request for Road P77 to be tarred.</p>	

<p>Ward 3, uMdoni LM</p> <p>Senior citizen farmers need support. It was requested that those who are above the age of 35 be assisted because they are unemployable. Those who are over the age of 35 and unemployable must be equipped with business skills to ensure that they are able to support themselves. There is a need for skills development for small businesses.</p>	<p>Response by Hon. F Z Majola, Deputy Minister of Trade and Industry</p> <p>There is a need for both the Department and provincial departments to come back to this area in at least a month's time. All businesses in the area to come and discuss the establishment of small businesses.</p>
<p>Ward 2, Umuziwabantu LM</p> <p>There is an agricultural project that combines various wards but there is no support from government.</p> <p>It was asked what government is doing to assist those who are in the banana industry to protect them from cheap imports from Eswatini and Mozambique? This may result in job losses because of the influx of imports and the high cost of banana production is a huge problem for the industry.</p>	<p>There will be follow up on the establishment of a business centre so that all businesses are under one roof to improve the township and rural economy.</p> <p>The department supported cane growers in the District with approximately R90 million. Sugar tax is temporarily suspended however; it is the Departments of Health and Treasury competences not necessary of the Department of Trade and Industry.</p>
<p>Ward 8, Umuziwabantu LM</p> <p>The director who was deployed by the Department of Agriculture is not helpful.</p>	<p>In respect of the banana industry, there is a trading agreement between Eswatini, Mozambique, Botswana, and Namibia and South Africa.</p>
<p>Ward 9, Umuziwabantu LM</p> <p>Support was requested for resources such as manure and fertilisers which are costly. The community needs tractors and training to plough the land for maize.</p> <p>There is a pumping station that was left open and a child drowned and died whist playing there.</p>	<p>However, the Government put measures in place to limit the influx of foreign imports of banana and sugar cane. South Africa must produce banana and sugar cane locally.</p>

<p>Ward 11, uMuziwabantu LM</p> <p>Assistance was requested with fencing communal gardens to prevent livestock from entering the gardens.</p>	<p>Response by Hon. R N Capa, Deputy Minister of Agriculture & Rural Development:</p> <p>There is a strategy on industrialisation for emerging agricultural businesses. There is a master plan/framework for processing produce and raw agricultural materials.</p> <p>The government realized that rural development cannot work alone and it needs the Department of Agriculture. Therefore, the government has combined agriculture, land reform and rural development under one department. The national and provincial departments to come back to this area to address challenges regarding equipment and agricultural support.</p> <p>Response by Hon. S A Duma, KwaZulu-Natal MEC for Economic Development, Tourism and Environmental Affairs</p> <p>The MEC made a commitment to come back to the same venue on Saturday 26 November 2022 to celebrate 100 days in office. There will be exhibitions of all entities under the Department, including Ithala, and other agencies to engage with businesses and render support. All the mayors in the Province have been invited and the MEC for Agriculture and Transport will be here. The Reserve bank has also been invited as well as the Deputy Minister of Finance. There are already ongoing road projects in the area and the MEC for Transport will be here to report on progress.</p>
<p>Ward 14, Umuziwabantu LM</p> <p>A request was made for the youth to be trained in trade and other skills to curb the high rate of crime. A request was also made for tractors to assist in agricultural projects.</p>	
<p>Umuziwabantu LM</p> <p>Growers Sugarcane fields were washed away and no assistance has been received. Mzimkhulu Mill has been closed and cane needs to be transported about 150 km to Sezela.</p>	

	<p>KZN has a 900 km coastline however there are not enough people who are taking advantage of what the coastline has to offer. Therefore, there is a need for a maritime university to be built in the Province to ensure maximum utilisation of the coastline.</p> <p>Response by Hon. B N Sithole-Moloi, KwaZulu-Natal MEC for Agriculture and Rural Development</p> <p>A commitment was made at the beginning of the year to cultivate 2000 hectares in this District. There is a programme for training and development of emerging farmers available for this District as well.</p> <p>Fencing: 1169 km provision for garden fencing for this District.</p> <p>There are 330 tractors in the province. Tractors have been bought by the Department and they will be managed by the Department to guard against abuse. Officials who abuse state resources such as tractors will face disciplinary action.</p> <p>Heavy rains in December caused planting fields to be water-logged, thereby affecting harvest. Farmers that were affected by these floods were assisted in terms of soil testing to ensure soil productivity after the floods.</p> <p>There is R17 million allocated for roads to farmers to improve accessibility.</p>
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	<p>The Department produces its own planting seeds through research centers. It is located in Emakhathini and is beneficial for all farmers. The Department will return to give report on various agricultural projects that are in this District.</p>
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6.3. SITE VISITS

6.3.1. Marburg Motor Mechanic Workshop

BACKGROUND INFORMATION	SUCSESSES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
<p>Date of Site Visit: 17 November 2022</p> <p>Municipality: Ray Nkonyeni LM</p> <p>In accordance with the mandate of a diverse and inclusive economy, the Municipality successfully applied for funding to establish a motor mechanic / automotive workshop, mainly targeting small and emerging motor mechanics that are informally</p>	<p>Ray Nkonyeni Auto Mechanics Primary Co-operative Limited has been registered and incorporated into a legal entity, with an approved Constitution. The Co-operative has successfully elected managing members, who are the executive of the entity.</p> <p>The Co-operative has been linked with SEDA to be assisted with basic business management, marketing</p>	<p>At the time of the visit by the delegation the workshop facility was completed and awaiting an official opening by the Executive Mayor of the Municipality, pending the signing of MoA with SATEC. The Municipality is targeting to open the facility by the end of November 2022.</p> <p>Among 19 members of the Co-operative, others might not meet the required</p>		<p>Informal economy should be harnessed without trivialization and marginalization.</p> <p>Ray Nkonyeni LM in partnership with government agencies should ensure that the facility maintain high standards and bring municipal and provincial owned vehicles for service and maintenance.</p>

<p>operating in the town of Port Shepstone and the surrounding Marburg area. This automotive small business development project was inspired by numerous complaints from members of community regarding the spillage of oil and uncycled old spare parts abandoned around public spaces in town.</p> <p>National Treasury provided funding of just above R22 million for the development of the mechanical workshop facility. The application was approved in terms of the Neighbourhood Development Partnership</p>	<p>and branding. A basic skills gap assessment relating to the individual trade of cooperative members was completed, however, a professional analysis, in line with industry standards is still outstanding.</p>	<p>technical expertise in compliance with industry standards. It is important to ensure that Co-operative members are skilled enough to provide a professional service and that they comply with minimum industry standards. An assessment of individual mechanics to ascertain their competency levels in their trade is required to enable their compliance with the following bodies:</p> <ul style="list-style-type: none"> • Motor Industry Workshop Association (MIWA). • South African Motor Body Repairers' 		<p>The Municipality should provide a detailed breakdown of how the budget of R22 million was spent on developing the mechanical workshop facility in terms of construction phase and procurement of equipment.</p> <p>A copy of the MoU with National Treasury (NT) should be made available to the NCOP wherein agreed deliverables and project timeframes are clearly outlined.</p> <p>The Department of Trade Industry and Competition (DTIC) should be engaged and assist with the design</p>
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<p>Grant and the approved funding was concluded with the signing of memorandum of agreement (MOA) between Ray Nkonyeni LM and National Treasury in March 2021.</p> <p>Ray Nkonyeni Auto Mechanics Primary Co-operative Limited (“the Co-Operative), which is a 19-member co-operative was registered in 2020 consisting of mechanics specialising in various trades.</p> <p>The workshop will render the following services:</p>		<p>Association and Retail Motor Industry (RMI).</p> <p>It is therefore critical to involve SATEC and ensure compliance with these accreditations.</p> <p>The erratic supply of electricity due to load shedding will pose a challenge to operations and turn-around times of the service.</p> <p>Full marketing of the business is critical in order for it to compete with other leading businesses within the industry.</p>		<p>of a business model in terms of operating the mechanical workshop towards a sustainable business enterprise. This will provide a good example worth replicating in other municipalities and provinces.</p>
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<ul style="list-style-type: none"> • Tyre fitment and wheel alignment. • Auto wiring and car diagnostics. • Major and minor general service – brakes, clutch, engine repairs, clutches, gearbox and transmission repairs, car wash and valet services and auto spare supply. <p>Preliminary skills assessment was completed to ascertain level of skills and competency amongst Co-operative members. The Small Enterprise Development Agency (SEDA) is currently</p>				
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<p>engaging the Co-operative with a view of conducting business management trainings and providing assistance with facility signage.</p> <p>The Co-operative entered into a Memorandum of Understanding (MoU) with the SEDA Automotive Technology Centre – SATEC. SATEC will focus on operating the facility in terms of administration and maintenance thus allowing the motor mechanics to focus on core business. SATEC has a good reputation in operating facilities in the Retail Motor Industry and will be</p>				
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instrumental in circumventing disputes among Co-operative members and lifting their technical capabilities and compliance with industry standards through mentorship and training programmes.				
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6.3.2. Zurii Skincare Manufacturing Company

BACKGROUND INFORMATION	SUCSESSES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
<p>Date of Site Visit: 17 November 2022</p> <p>Zurii Skincare manufacturing is a female led black industrialist project located in Ward 14 in Umdoni LM in a village</p>	<p>The business has grown to an International Standard Organisation (ISO) certified factory based in the rural area of South Coast where raw materials are derived from organically grown herbs.</p>	<p>The capacity to produce large quantities of skin care products to supply to outlets such as Boxer, Spar, and even internationally is a concern due to a lack of proper equipment and tools such as industrial</p>	<p>Noting that the access road leading to the factory is in a poor condition and affects clients who come to purchase products as well as deliver goods. The delegation resolved that Umdoni LM be engaged</p>	<p>The delegation commended the company for their resolve on complying with the regulatory framework governing labour practice.</p>

<p>called Mandawe. This company's focus is on skin care products. It develops customised solutions for people with skin problems and was founded in 2012.</p> <p>The value proposition of the company came as a response to common skin ailments using a multi-pronged approach including head-to-toe herbal solutions.</p> <p>The herbs used are organically grown by local village women and youth providing fresh herbal solutions to the customers and end users.</p>	<p>Zurii Skincare is ISO9001 and ISO22716 certified since 2015.</p> <p>The company supplies customers, which include the KwaZulu-Natal Department of Health and EThekweni Metropolitan Municipality, Manhattan cosmetics, Ritz cosmetics in Umzinto, Scala, Link pharmacy, and SPAR. The products are well known for providing natural supplements and derma cosmetics.</p> <p>The company is signed with Obelis Group in Belgium as a responsible entity in the European</p>	<p>machines. They request the assistance with the procurement of industrial machines to enable them to produce in large quantities thus meeting the demand. There is a serious lack of funding for purchasing equipment that meets industry-level standards in terms of safety and compliance.</p> <p>The production capacity is very limited due to the land size of the factory and the small caliber of the equipment utilised. There is a need for an alternative facility with a credited quality management systems.</p>	<p>to assist this business with improving the access road conditions as this business contributes to the economy of this Municipality as well as through job creation.</p> <p>The delegation emphasised the importance of supporting initiatives like these as they contribute towards job creation and poverty reductions in communities.</p> <p>A recommendation for the joint oversight visits of the KwaZulu-National Legislature's Portfolio Committee on Agriculture and Rural Development and Portfolio Committee</p>	<p>On international trade and with the support from the KwaZulu-Natal Department of Economic Development, Tourism and Environmental Affairs' Trade and Investment Public Entity ("the Entity"), the company needs to explore and consider taking advantage of the Africa Free Trade agreement mechanism.</p> <p>The Entity, working closely with the Office of the Premier, need to assist the company to take advantage of opportunities within the context of the BRICS market not focusing only on the EU.</p>
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<p>Presently, the company employs 15 full-time employees, but this number could rapidly increase when production capacity is improved through the acquisition of standard operational equipment. The KwaZulu-Natal Department of Economic Development and Tourism supported the project with R2 million.</p>	<p>Union (EU) and is currently undergoing testing for EU certification and registration.</p> <p>The objective advantage of the product offerings of this company is that it begins to mainstream one of the key components of indigenous knowledge systems as they use plants that grow naturally and organically and this instrument is located within a community and it is also an instrument that serves and services its community and the province and their standards are at an international level. It is</p>	<p>There is a need for financial support on training personnel to increase productive efficiency and improve adherence to safety regulations.</p> <p>There is poor access to roads due to a lack of proper gravel roads and this poses a serious challenge to deliveries, especially during the rainy season. The road leading to the facility is not serviced.</p> <p>Electricity supply is erratic due to periodic load shedding which disrupts production efficiency.</p>	<p>on Economic Development and Tourism to support this project.</p>	<p>The Entity, with the Department of International Relations and Cooperation should consider assisting the company to ensure its active participation and attendance in Expos to display their product range and product offering.</p> <p>Through the Entity, the business needs to be supported and assisted in accessing all forms of funding available. Noting that the business has approached numerous government funding entities such as SEFA, NEF, and EDTEA's Operation Vula just to name a few. The challenge</p>
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	<p>further an instrument that seeks to change the complex narrative that dominate the skincare sector.</p>			<p>with government funding entities is the long turnaround time in responding to financial requests by businesses. Moreover, government agencies tend to undermine the beauty industry and are often told that government cannot invest beyond R50 000 in beauty products not considering the size, magnitude, and impact of the business both economically and through employment. This is not an ordinary beauty shop but rather a manufacturer of organic skin care products that are rare to find both locally and abroad hence</p>
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				<p>the international appetite to export their products.</p> <p>Due to the incremental growth of the brand locally, the brand is now receiving international attention, the company thus requested assistance with funding to implement their marketing strategy which is inclusive of advertising and promotion of products both locally and abroad and the Department of the Premier should provide support in this regard.</p> <p>They need to be assisted in developing a marketing strategy and seriously consider taking advantage of technology and social</p>
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				<p>media. They need to find a way of clearly defining their niche in the market to reach a broader audience as indigenous African products are organic in their very nature and have positive benefit for consumers to make informed product choices. Their product offering has attracted international clients who have an interest in contracting this business for the supply of their skin care products. A need to test their product has been emphasized and a budget to fund it is hereby required for the business to be a compliant.</p>
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				<p>Noting that the Municipality cited that the piece of land where the business is built belongs to the Crookes Brothers (privately owned) and therefore unable to develop private land. A need to find an alternative site to operate is therefore recommended as a matter of urgency. This will also assist them in expanding their nurseries as well and ensure security, as both premises are currently poorly fenced with no gate access system.</p> <p>Noting that this business employed ordinary local people to prepare and package products, a need</p>
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				<p>for skills training is required. Currently, the University of KwaZulu-Natal (UKZN) is assisting them with skills training, especially in the Aquaponics and Nursery section, and mentors them so that they can stand on their feet and expand their nurseries without their assistance in the future. Training requires business owners to invest money in upskilling their employees as some are promoters while others are based on site. Both areas require some level of training to remain competent in their job while being able to</p>
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				<p>promote their local brand both locally and abroad.</p> <p>It was noted that the partnership with UKZN is benefiting this business in terms of the nursery, aquaponics, and product preparation as well as enriching the community through research by allocation of PhD students to support the project. Bringing the University into the community to make a social transformation is critical, as this is a national project located in KwaZulu-Natal because its impact is felt throughout the country. There is a huge</p>
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				<p>need for the provincial government to support this initiative as UKZN has already started and ensures the expansion of its footprint across the globe. The office of the Premier is encouraged to support this business and open the door for it to strive.</p>
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6.3.3. Sesyafika Trading

BACKGROUND INFORMATION	SUCCESES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
<p>Date of Site Visit: 17 November 2022</p> <p>The company is located at Mandawe mission at KwaCele village in Scottsburg. It was</p>	<p>The company is already conducting business with municipalities, provincial government departments and large corporates.</p>	<p>There is not enough space for the project. Cutting of boards is done at Emandeni and assembly take place at the project. The show room located at the main office does not have enough</p>	<p>None</p>	<p>The Company Director must apply for accreditation with the relevant SETA as a provider of skills development and training; and to align training</p>

<p>established in 2015 by Mr. Mbongeni Mbhele, a young person who was determined to succeed in operating his own carpentry workshop. Through this business, Mr. Mbele empowers youth by sharing knowledge and creating jobs for others; following retrenchment from a big firm in the furniture industry. The company employed five fulltime employees with a huge possibility of employing more as the business capacity expands. The company is operating from the sole proprietor's property with the potential for expanding the</p>	<p>The company has managed to secure personnel to perform administrative and financial functions.</p>	<p>material as a result of the lack of space. Customers travel to Emandeni to buy their cupboards, as they could not find what they are looking for as a result of storage space.</p> <p>No alarm is installed at the project and there is no fence around the project.</p> <p>The project is not insured in totality. Auto & General needs to assess the cutting machine to be insured.</p> <p>There is a need to train workers and improve their technical skills in carpentry and empower them with industry-based safety</p>	<p>material in accordance with the accreditation standard and NQF.</p> <p>Relations must be established with the Services SETA, Universities, and FETs to ensure that trainees receive properly accredited training.</p> <p>The Company Director must register its employees with the Department of Employment and Labour in order to comply with the relevant legislation.</p> <p>The Company should consider using social media platforms for advertising</p>
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<p>workshop, as access to land is not a constraint.</p> <p>The company needs funding and business support from government agencies such as the Small Enterprise Finance Agency (SEFA), SEDA, and the Industrial Development Corporation (IDC). This would further develop the company's capacity to meet the demands of its client base.</p>		<p>regulations but lack of funding has an impact. There is no accreditation certificate for training in order for the trainees to be recognized everywhere. Women are needed for the project hence some are needed to be trained in 2023.</p> <p>Material and machines are damaged during the floods. There is no delivery truck for goods and material to be delivered to customers. The available van is too small to take deliveries. There is no forklift to load heavy material and there is no storage facility at the project. Material is stored</p>		<p>and marketing purposes, to reach a wider market and to encourage other young people to start their own businesses.</p> <p>The Company must install signage board at the main road leading to the workshop.</p> <p>The company can consider offering discounted prices to the local people to promote the business and to attract more customers.</p>
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		<p>in the uncovered ceiling, which is dangerous because of the lack of space.</p> <p>Unemployment Insurance Fund (UIF) deductions are not made from employee's salaries are required by legislation.</p> <p>There is no appropriate office furniture at the project. A bigger chart board for activity planning is necessary. The project has a lack of stationery.</p> <p>The company is in need of a three-phase diesel generator for back-up when there is load shedding.</p>		
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		<p>The company also needs administrative and finance personnel support to relieve the sole owner of those functions to focus on productive efficiency at the workshop.</p> <p>The company needs marketing and branding through the development of its own website.</p>		
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6.3.4. Igeja Farming Services

BACKGROUND INFORMATION	SUCCESES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
Date of Site Visit: 15 November 2022	The current operator has renewed the initial 5-year lease of the farm to 30	The two dams on this Farm are in a poor condition.	The Deputy Minister of Agriculture, Land Reform and Rural Development	This farm should be assisted with agricultural

<p>Igeja Farming Services was established in 2012.</p> <p>The farm was acquired by the State under the Proactive Land Acquisition Strategy (PLAS). Beneficiaries of this programme were given a provisional short-term (usually 5 years) lease of the farm with the option to extend the lease or apply to buy the farm. At first, there were six beneficiaries, but at present, it is only the owner/operator. The farm is operational and produce is sold to formal and informal markets within the District. It produces</p>	<p>years, and is in his second year of the extended lease.</p> <p>There are good work relations and support between farmers of different races.</p>	<p>The Ugu Fresh Produce Market was destroyed during the recent unrest and floods, and it has not been re-built following an assessment that was conducted by the Department of Agriculture and Rural Development. This market was a key ripening support for bananas, and this service is no longer available.</p> <p>Amongst the key challenge is an influx of Mozambican produced bananas which sells cheaper than locally produced bananas. For example, South African box is selling for R100 to R110, while the</p>	<p>Capa stated that the DDM, which is in the process of being implemented, would assist in addressing some of the challenges that were raised.</p> <p>The Deputy Minister further made an undertaking that a Farmer Production Centre will be established to create a platform for farmers to deal with the challenges that are experienced by farmers where they will also share best practices amongst each other.</p> <p>The Minister reported that as a way to address sugar cane tax, a Master Plan is</p>	<p>machinery and chemical products.</p> <p>The Government must introduce regulations that would address the challenges imposed by export of bananas from other countries, especially Mozambique. Government must consider introducing operational cost grants in order to ensure the sustainability of local businesses. The Sugar Act of 1978 should be reviewed.</p>
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<p>bananas on 14 ha and sugarcane on 24 ha.</p> <p>The Department assisted with site clearing, land preparation, purchase of production inputs and irrigation installation with a total budget of R2 504 780.</p>		<p>Mozambican is R50. As a result, the Farm is forced to reduce working hours or retrench some of its staff members. To date, 200 jobs have been lost. It is estimated that about 1000 will be lost in the near future, unless the government intervenes.</p> <p>The fact that Tongaat Hulletts is undergoing business rescue has a negative impact on the local sugar cane industry.</p> <p>The Sezela Sugar Mill is old and suffers frequent breakdowns. The state of the mill reduces its capacity, which in turn</p>	<p>being developed by the Ministry of Trade and Industry.</p> <p>Further to that, in dealing with issues relating to transportation concerns, an industrial policy will be developed.</p> <p>Lastly, the Minister undertook to visit the area again with relevant ministers to deal with the problems that were raised.</p>	
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		<p>limits the volume of sugar cane that farmers are able to send for processing.</p> <p>The fact that Government introduced Sugar Tax was also raised as a concern.</p> <p>The closure of Umzimkhulu Sugar Mill impacts on additional transportation costs as the sugar cane must now be sent to Sezela Sugar Mill.</p>		
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6.3.5. Sinekhona Poultry Project

BACKGROUND INFORMATION	SUCCESESSES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
<p>Date of Site visit: 15 November 2022</p> <p>Sinekhono poultry project is located outside Margate</p>	<p>The Project has hired two graduate interns who are trained to acquire work experience for future employment opportunities.</p>	<p>Project does not have a transport for marketing the produce. This is largely because the initial funding did not include the</p>		<p>The Department of Agriculture should engage the Department of Small Business, Provincial Treasury and big</p>

<p>town. It was established in 2019 and its end date is 2021. It is located in Ray Nkonyeni LM. It has two are male and two female members of which two are youth members. Sinekhono is the best producer of broilers (white meat) in Ugu. The project aims to please the customers with quality, freshness and affordable broilers. The broilers that are grown are of high quality due to the high quality feed and good management practices. The project is sustainable due to sound management skills on members. The project has 2 x 1000 broilers on each building.</p>	<p>The project is running at its capacity as it has two agricultural advisors employed on it. It has employed one female permanently. The youth that have took over the business possess the necessary skills and expertise to keep the business afloat and plan to expand it in future.</p> <p>The local market is supporting the project. There has been no burglary since its establishment due to the effective presence of CPF in the area.</p>	<p>procurement of the vehicle.</p> <p>In this regard, members of the project informed the delegation that they have submitted an application to NYDA for funding in August 2022 and were still waiting for the response.</p> <p>Some project founders died through Covid-19 and this has led to staff shortage.</p> <p>There is no branding and signage for the project and thus communication of the products / produce to the target market is a challenge.</p> <p>Feed is expensive and unaffordable. The external</p>	<p>companies to assist with expansion and sustainability of the project.</p> <p>The Department of Agriculture was requested to assist with the provision of transportation and marketing the produce.</p> <p>The Department of Agriculture should engage SEDA to assist the project with branding and signage.</p> <p>The Department of Agriculture should engage the Departments of Education and Health for the expansion of access to the market.</p>
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<p>The projects main funder is the Department of Agriculture which has allocated a total of R1 750 000.</p>	<p>This project has extended its services to Nkampini area where they have employed staff to sell their chickens on their behalf and pay them commission. In this way, it has also created job opportunities for locals in Nkampini village.</p>	<p>market is the main challenge as the project is currently supplying only locals. Most shops they have approached prefer Halaal chickens that is a challenge to them as they are currently lacking capabilities to produce Halaal chickens.</p> <p>Shortage of agricultural advisors in the District is another shortcoming to projects of this nature. Only one agricultural advisor is allocated to mentor and service all the farms under Ray Nkonyeni LM and this allocation is not adequate.</p>		
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		Recent floods had an enormous impact on the operations of this project as production was delayed and infrastructure was affected.		
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7. SAFETY AND SECURITY

7.1. BACKGROUND

The South African Police Service (SAPS) is primarily responsible for providing safety and security to local communities, but it does so with the involvement of communities through fora such as Community Policing Forums (CPF).

During the public hearings several common themes around crime in the Ugu District Municipality emerged from community members, most notably the following:

- A lack of access to the SAPS was evident in the community's complaints around slow response times from SAPS and the need for more satellite police stations.
- Common crimes noted throughout the wards include stock theft as well as the sale and abuse of drugs.
- A focus area in need of improvement in all areas relate to the need for improved policing around schools and routes to and from schools.
- In many wards, accusations were made of SAPS members being complicit in crime.
- While many CPFs are functioning in the area, there are still some areas where CPFs are not in place.

When these concerns are viewed against the findings by Members of the NCOP during site visits to police stations in the area, it is evident that the lack of access to policing is impacted by personnel shortages and vehicle shortages in the SAPS. While the Minister of Police indicated that personnel shortages are being addressed through increased annual SAPS intakes, further work is required on improving vehicle availability in the SAPS, including improving the output of SAPS garages. To further improve community contact with the SAPS, it may consider an increase in the number of mobile or satellite stations where feasible. Effort should also be made to ensure that load shedding does not negatively affect the community's ability to contact the SAPS. CPFs represent another key platform that links the community with the SAPS and efforts should be made of ensure that CPFs are functional in all wards and at all police stations in the Ugu District Municipality.

The two common crime categories of concern, stock theft and drugs, can also be linked to other observations made during the TPTTP. Communities in the rural areas noted that they often do not have cell-phone signal to contact the police when stock-theft takes place. A suggestion from the community was made that, in such areas, a local traditional leader should be provided with a radio to contact the SAPS. This suggestion aligns with the Minister's initiative to roll out 'Traditional Policing', which has been successfully piloted in the Eastern Cape. In terms of drug-related cases, police investigations require the need for forensic testing. At all SAPS site visits, detectives noted long delays in getting forensic results from the laboratories in KwaZulu-Natal.

Communities also made many accusations of the SAPS being complicit in criminal activities. This requires more involvement from the Independent Investigative Police Directorate (IPID) and better marketing of IPID's services to the community. In this regard, the Minister's undertaking is important in that IPID and the Civilian Police Secretariat should work with the district commissioners to provide a full report on the accusations against SAPS members made by community. He further stressed that when IPID comes to investigate these stations, their arrival should be announced and communities given opportunities to engage with investigators in an effort to root out police misbehaviour.

7.2. PUBLIC HEARING

CHALLENGES RAISED BY THE COMMUNITY	EXECUTIVE UNDERTAKINGS
<p>Ward 2, Ray Nkonyeni LM</p> <p>The community noted that drug dealers are operating in the area, selling drugs to young people. When they are reported to the SAPS they are only detained for a short time and then released again. A very slow response from the SAPS was also noted. There is a problem with community members buying stolen goods.</p>	<p>Responses by Hon S E Hlomuka, KwaZulu-Natal for MEC for Transport, Community Safety and Liaison</p> <p>School Security: The MEC stated that the Department of Safety and Security is not involved in hiring school security officers and that it is the responsibility of the Department of Education. The issue will be relayed to the provincial Department of Education.</p> <p>Stipends to CPFs: The MEC noted that there have been engagements between the Province and the Minister of Police regarding the payment of stipends for CPFs and similar structures. Engagements with National Treasury in this regard are ongoing.</p> <p>CPF vacancies: The MEC undertook to look into cases where CPF vacancies exist or structures were not in place.</p>
<p>Ward 9, Ray Nkonyeni LM</p> <p>The Community expressed its gratitude for a mobile SAPS station that was recently received and which is working very well. There was a request for the Community Safety Liaison Officers to be absorbed permanently as their work is important. Drug abuse and drug sales remain a major concern in the area, highlighting the need for police visibility.</p>	
<p>Ward 11, Ray Nkonyeni LM</p> <p>The police station in Port Edward is reportedly ineffective. The community indicated that CPFs need to be compensated through stipends because they risk their lives protecting the communities.</p>	

<p>SAPS members are reportedly colluding with the criminals and that makes it difficult to arrest them. Police members were also accused of being drug dealers.</p>	<p>Crime at the Umzumbe Taxi rank: Regarding complaints about the moving of the Taxi rank in Umzumbe municipality, the MEC noted that a new rank is being constructed and the current rank only serves as a temporary structure. The MEC took note of the high levels of crime around the temporary rank.</p>
<p>Ward 13, Ray Nkonyeni LM</p> <p>The Heberdeen CPF Chairperson noted that, in Mzumbe, there are two police stations operating in one ward, resulting in a dilemma in terms of police accountability and jurisdiction. The main crime concerns related to copper theft and stock theft. The CPF Chairperson notes the need for a satellite police station at Kwa Xoloxolo, due to stock theft in the area. A specific mention was made of the vulnerability of old people to crime in the area, specifically during social grant pay-outs. The community also supports the payment of CPFs.</p>	<p>Responses by the Hon. B E Cele, Minister of Police</p>
<p>Ward 15, Ray Nkonyeni LM</p> <p>With regard to the Southport SAPS station, the community noted very slow response times, largely due to the station only having one vehicle available for patrol. The SAPS often only responds when SAPS personnel changes shifts. Taverns and shebeens remain open until very late in the area. The SAPS was also accused of being reluctant to become involved in the investigation of drug usage and sales.</p>	<p>Multi-disciplinary approach to crime: The Minister highlighted that, in October 2022, there was a crime indaba in Ezinqolweni. He highlighted the need for a multi-disciplinary approach to crime. For example, in relation to taxi violence, it requires the involvement of the Department of Transport, SAPS and the local municipality.</p>
<p>Ward 14, Ray Nkonyeni LM</p> <p>A request was made for CPF members in KwaMadlala to be paid a stipend so that they are motivated to do their job. The criminals were allegedly colluding with the police and they are emboldened to commit crime as they know they won't face consequences. As a result, communities</p>	<p>Community engagements with Umuziwabantu: In relation to crime in uMuziwabantu, the Minister admitted that they were slow at a political level to respond, but some progress has been made. At least 12 people have been arrested and the case is currently in court. There is an agreement that the National Department, the Speaker of the Provincial Legislature and MEC for Transport and Community Safety will visit Umuziwabantu on 28 November 2022 to attend to taxi violence that has engulfed the area.</p> <p>Addressing SAPS personnel shortages: The fact stands that the SAPS is understaffed and underfunded. The Minister noted that, in 2010, the</p>

are on the verge of resorting to mob-justice if criminals are not arrested. The community bemoaned the fact that the police do not attend to crime scenes timeously.	SAPS had nearly 200 000 SAPS officers, but that this decreased to 170 000 by 2022, despite a population increase. Early retirement also impacting on the number and levels of experience.
Ward 25, Ray Nkonyeni LM School and clinic safety was noted as being inadequate and that laws favour criminals and not the victims.	To resolve the problem, SAPS has increased its intake of new recruits to 10 000 in 2022. He reminded the community that staffing will take time to roll through to ground level, but the matter is being addressed.
Ward 26, Ray Nkonyeni LM The Community was very critical of the SAPS in Gamalake and proposed the disbanding of the Gamalake SAPS station as it is not functioning. They claimed that it closes at night and that many of the SAPS members are tavern owners and are participants in crime. Illegal foreign nationals were also noted as a concern and better border safeguarding was required. Gender-based Violence (GBV) was mentioned as a major problem in the area and criminals were not prosecuted. In this regard, allegations were made that cases can be 'made to disappear'. There was a call for increasing the number of volunteer police officers and that SAPS members should be rotated.	Extending the SAPS recruitment age: The Minister noted that SAPS cannot undertake to recruit older people (up to 40) as this will shorten SAPS careers and that new recruits are required a certain level of fitness. Moving the Mtsinstini Police Station: Rural police stations are old and dilapidated. For example, the Mtsinstini police station, was built for a shop. When the shop was shut down, the station remained operating in the middle of nowhere. A discussion has been ongoing to move it either to Qwabe or Xoloxolo. There are engagements with traditional leaders to move that police station.
Ward 31, Ray Nkonyeni LM The Ezinqolweni station covers a very large area which they are not equipped for. More SAPS personnel are needed in the area as well as a minimum of two more police stations.	Mgaye Mobile Police Station: The Minister noted that a mobile SAPS station for KwaMgaye is finalised and he undertook that it will be introduced shortly.
Ward 1, Umdoni LM Speaking on behalf of the CPF, a community member noted that the Dududu Police Station is very old and dilapidated and has not been refurbished in decades. There is also a need for	Gamalake Station handover: Regarding the Gamalake SAPS Station, the Minister claimed that handover was supposed to have happened, but the

more police officers to alleviate their workload. The community member supported the payment of a stipend to CPFs.	launch could not happen due to heavy rains. He further stated that the station should not be closed at night and is should be staffed at all times. The Department will open the Station officially.
<p>Ward 2, Umdoni LM</p> <p>The satellite police station that the Department promised to deliver has not been fulfilled thus far. Claims were made that the elderly and children get raped because the police station is located far away (at Dududu). The lack of water supply necessitates that people walk far to collect water, increasing the risk of falling victim to crime.</p>	<p>SAPS vehicles: Both the provincial and national commissioners are to ensure that police vehicles are delivered to this area. Such vehicles must be suitable for the rugged terrain common in rural areas.</p>
<p>Ward 4, Umdoni LM</p> <p>The police station is too far and that makes it difficult to report stock theft, which is very rife.</p>	<p>Instructions to IPID and the Civilian Police Secretariat: IPID and the Secretariat should work with the district commissioners to provide a full report on the accusations against SAPS members made by community members during the public engagements on 17 November 2022. When IPID comes to investigate these stations, their arrival should be announced and communities given opportunities to engage with IPID.</p>
<p>Ward 7, Umdoni LM</p> <p>Several major crime concerns were raised. Stock theft was noted as a main concern by the community as well as slow response times by the SAPS. Trucks are reportedly being looted on the R102 and allegations were made that SAPS members take part in the looting. The sale of drugs to school children was also noted. Very few opportunities exist for young people to join the SAPS and there is a clear lack of rejuvenation in the SAPS.</p>	<p>The Minister encouraged the community not to support crime by buying stolen goods. Communities should be part of fighting crime.</p>
<p>Ward 8, Umdoni LM</p> <p>Disabled members of the community requested improved services for those with disabilities at police stations, especially the deaf as they are not able to report crimes such as rape and other abuses because the police station does not have sign language services. School safety was also raised as</p>	<p>Stipends for CPFs: The Minister undertook to further investigate options in relation to stipends for CPFs and related structures.</p> <p>Improving SAPS relations with traditional leaders: An initiative of 'Tribal Policing' was launched where people can report crimes through the tribal</p>

<p>a concern as children are often accosted when they go to schools.</p>	<p>courts. This is an initiative to build better relationship with traditional leaders and consideration will be given to further roll out the project.</p> <p>Internal discipline: The Minister stated that SAPS will work hard to root out police officials who do not serve the people and become involved in criminality.</p> <p>Political murders: A political task team has been established to address political killings, especially those that involve police officers.</p> <p>The Ministry undertook to come back to the Ugu District Municipality to report back on progress.</p>
<p>Ward 14, Umdoni LM</p> <p>Concerns were expressed around safety at the Gugulesizwe High School in Mandawe where learners allegedly carry guns and knives and where alcohol is sold on the premises. There have been attempted interventions from the Scotsborough SAPS, but further support is needed. There is a high level of theft in Ward 14 and the SAPS were accused of not taking action against known criminals in the area.</p>	
<p>Ward 19, Umdoni LM</p> <p>The community bemoaned the fact that the SAPS station at the Thusong Centre was often closed, apparently due to a shortage of personnel. Stock theft is also a major problem in the area</p>	
<p>Ward 9, Umuziwabantu LM</p> <p>A police station was requested but nothing has happened.</p>	
<p>Ward 10, Umuziwabantu LM</p> <p>Resident bemoaned the slow response rate from SAPS when crime is reported. There is also need to resuscitate the crime prevention programme that was previously effective. Notably, concerns around safety at schools were highlighted. For example, a local primary school (Princess Nokwenza School) is located deep in the forest and children and teachers travelling to school often fall victim to crime. Previously there was a police station in the area (Weza station), but this was removed and crime proliferated in the area since its closure. The community requested the reopening of the station.</p>	

<p>The high level of gun violence in Harding was also noted.</p>	
<p>Umuziwabantu LM</p> <p>There is a high rate of shootings in the municipality, including in rural areas, and a slow response rate from the SAPS as they do not attend to incidents or crime scenes promptly. The high number of shebeens and taverns in the ward poses an ongoing problem as they operate after hours. Licensing of taverns needs to be reconsidered and better managed. There is also an urgent need to resuscitate the CPFs in the ward.</p>	
<p>Ward 5, Umzumbe LM</p> <p>The Mehlomyama Police station covers a big area, but it only has about two patrol vans. The community requested that there should be an upgrade to the local police station, or a mobile/satellite police station should be considered, specifically given the high level of stock theft in the area. There is also an unguided rotation of management in the police station creating instability within the station. This makes it difficult for the station to function optimally. There is also a need for a more consolidated partnership between the SAPS and CPF.</p>	
<p>Ward 9, Umzumbe LM</p> <p>Community members noted that a satellite police station near the community hall was promised when the Minister of Police, Mr Cele visited the area in 2021, but it has not been handed over since. The SAPS indicated that they are waiting for the Department of Transport and Public Works to hand over the building. Murder and stock theft was noted</p>	

<p>as a major concern in the rural areas of the ward and a satellite police station was requested. The relationship between the police and the traditional leaders needs to be strengthened to fight crime. A member of the community stated that traditional leaders are getting paid and they must also assist in fighting crime.</p>	
<p>Ward 14, Umzumbe LM</p> <p>Previously, the Mntsintsini Police Station had a satellite office and the community requested for it to be reintroduced. There are signal problems that limits the community's ability to contact the Police station. The community noted that members of the CPF need a stipend as they do a lot of work in supporting the police.</p>	
<p>Ward 17, Umzumbe LM</p> <p>In Port Shepstone, the community noted a high rate of crime following the authorities' move of the local taxi rank, which was done without consultation of the community. In terms of the CPF, the community highlighted that there was a meeting with the Heberdeen SAPS and community members were elected to represent the community, but they were never trained as promised by the SAPS.</p>	
<p>Ward 18, Umzumbe LM</p> <p>Community members questioned whether there is a relationship between the SAPS and Kings and Chiefs and the possibility to call an Imbizo to talk about reducing crime in rural areas. It was noted that there are less police stations in rural areas than in urban areas. The Community called for an</p>	

increase in SAPS members required as well as the resurrection of the SAPS Reservist programme.	
<p>Ward 20, Umzumbe LM</p> <p>Community members claimed that there is not effective assistance from the satellite police station, as it is often closed or SAPS members are not present at work. For example, a shop was recently robbed during load-shedding and SAPS only arrived four hours after the incident. The satellite police station services a big area and it is overwhelmed. Better partnership is required between the SAPS and CPFs.</p>	

7.3. SITE VISITS

7.3.1. Ezinqoleni Police Station

BACKGROUND INFORMATION	SUCCESSIONS	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
<p>Date of Site Visit: 15 November 2022</p> <p>The Ezinqoleni police station was established in 1870.</p> <p>The current budget allocated to the station is R2.8 million and there are 65 personnel with 9 vacancies.</p> <p>The station services a population of 75 210 and</p>	<p>Initiatives, through the CPF, to encourage community to report crime.</p> <p>Disciplinary structures are in place.</p> <p>Some success in murder investigations, but several high-profile cases remain unsolved.</p> <p>Application for a borehole has been approved by SAPS national command</p>	<p>Personnel shortages and vacancies. The station is serving a large population with only 51 operations members.</p> <p>Vehicle shortages (currently at least two vehicles short) and age of the vehicle fleet. Long delays in vehicle repairs at the SAPS Garage.</p> <p>Water supply problems at the station (and in the</p>	<p>None</p>	<p>SAPS should optimise the functioning of its garages to ensure faster turnaround times for the repair of vehicles as this has a direct impact on service delivery.</p> <p>The finalisation of the approved borehole should be prioritised to ensure water supply to the station.</p> <p>SAPS should prioritise its current programmes to reduce the forensic</p>

<p>the ratio between the police and the community is 1 police officer to every 1 367 persons.</p> <p>The highest crime categories reported in the station is burglary residential, murder, assault GBH and sexual assault.</p>	<p>structures to alleviate water constraints.</p> <p>Several policing initiatives undertaken in the community.</p> <p>Year-on-year improvement in the following crime categories:</p> <ul style="list-style-type: none"> • Sexual offenses, • Assault Common, • Robbery (Aggravating), • Damage to property, • House burglary, and • Theft from vehicles Fraud. 	<p>broader area). Old infrastructure and general maintenance constraints, e.g. leaking roofs.</p> <p>Delays in lab reports for detectives (considered a wider problem in KwaZulu-Natal SAPS).</p> <p>General financial constraints in the SAPS.</p> <p>Non-reporting of crime by community members.</p> <p>Year-on-year regression in the following crime categories:</p> <ul style="list-style-type: none"> • Murder, • Attempted murder, • Assault GBH, 	<p>laboratory backlogs in order to ensure a faster turnaround time for detectives.</p> <p>The Ezinqolweni police station should expand its community engagement initiatives, especially as it relates to educating members of the public on GBV and encouraging them to report related crimes.</p>
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		<ul style="list-style-type: none"> • Common robbery, • Burglary (excluding at households), • Theft from Motor Vehicle, and • Stock theft. 		
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7.3.2. Port Shepstone Police Station

BACKGROUND INFORMATION	SUCCESES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
<p>Date of Site Visit: 16 November 2022</p> <p>The Port Shepstone Police Station was established in 1982.</p> <p>The station functions with 254 personnel and has 25 vacancies.</p>	<p>Members commented on the very neat state of the victim friendly room, which stands out when compared to other police stations in the area. The room looks neat, is comforting and is ideal for victims.</p>	<p>The station's main challenge relates to infrastructure problems. The building is old and in urgent need of refurbishment. The roof leaks and this affects all floors, with flooding being a particular concern during the rainy season. Due to the</p>	<p>The NCOP to follow-up with the Minister of Police on the progress regarding the backlog in the SAPS forensic services and the impact this has on the work of detectives at station level, particularly in KwaZulu-Natal.</p>	<p>The need for the station's infrastructure to be addressed should be raised with the Minister as a matter of urgency. (Members noted that it should be made clear that this inquiry emanates from the NCOP).</p>

<p>The station services a total population of 85 537 in an area of approximately 168km².</p>	<p>The station has good relationships with relevant stakeholders. It has monthly stakeholder meetings and there is a good level of cooperation with the community. Social worker also conducts weekly visits to the station.</p> <p>The station has a backup power generator to assist with load-shedding. There are Jojo tanks that provides water supply for at least four days to alleviate the problem of water shortages.</p> <p>The vehicle fleet at the station is in a good state compared to other stations in the area. Six new</p>	<p>estimated amount of the remedial work which need to be done on the building, the region referred the matter to the Ministry.</p> <p>Ongoing construction in the Central Business District has resulted in some of the streets being inaccessible to police.</p> <p>There is a significant presence of homeless people and drug addicts which are mostly from areas outside Port Shepstone.</p> <p>In the station's area of responsibility, there are many bushy areas and dark</p>		<p>The SAPS management should assist the station and regional management with a plan to stop the need to send detainees awaiting trial to Durban/Westville. For example, making an arrangement with the two nearest prison facilities to accommodate those awaiting trial.</p> <p>The matter of homelessness should be prioritised during stakeholder meetings and other community engagements.</p> <p>The local municipality should engage the Port Shepstone SAPS to determine which streets are</p>
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	<p>vehicles were added in the current financial year.</p>	<p>streets which criminals use to hide, as well as areas without cell phone signal.</p> <p>Water shortages often lead to service delivery protest and the local community resorts to closing the N2 highway.</p> <p>Taxi violence is a concern and a difficult crime category to investigate due to witnesses being unwilling to cooperate.</p> <p>There is a lack of incentives for detectives to join the station and new recruits opt for units with more lucrative incentives. There is a failure by SAPS to implement the national</p>		<p>in urgent need of streetlights as a means of deterring crime. This will enable the station to focus on crime hotspots.</p>
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		<p>agreement of 2018 to incentivise detectives.</p> <p>Transporting of detainees awaiting trial to Durban/ Westville, because the nearby facilities do not admit them, places strain on the station's finances.</p> <p>Delays in forensic services impacts on the work of detectives. Drug samples have to be sent to Pretoria, causing a backlog in cases.</p>		
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7.3.3. Southport Police Station

BACKGROUND INFORMATION	SUCCESES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
Date of Site Visit: 15 November 2022	Application to SAPS for an inverter to minimise the impact of load-shedding.	The power generator has not worked since 2020. The matter was reported to the Department of Public		Engagement between the Southport SAPS station, the SAPS National structures and the Municipality are

<p>The Southport police station was established in 1990 and was last refurbished in 2018.</p> <p>The police station has a total number of 47 personnel and 3 vacancies.</p> <p>The police station services a total population of 24 565.</p> <p>Currently, the police-to-population ratio is 1 police officer for every 511 persons.</p>	<p>Policing community initiatives, notably outreaches and education programmes at schools. At least five such engagements are held per month. Such programmes include the ‘eyes and ears’ project fostering closer cooperation between the SAPS and local security companies.</p> <p>Year-on-year improvement in the following crime categories:</p> <ul style="list-style-type: none"> • Murder, • Assault, • House burglaries, • Business robberies, • Robbery (Aggravated), • Stock theft, and • Car hijackings. 	<p>Works and Infrastructure to no avail. The impact is that the police station’s telephones and radios are not always functional during load-shedding.</p> <p>Some concrete slabs at the station are collapsing.</p> <p>The station has no holding cells and these are required for petty offences. Current holding cells have been condemned due to asbestos and the station needs to transfer all detainees to Port Shepstone.</p> <p>The vehicle fleet is old, with seven of the 12 vehicles having</p>	<p>required to shield the station from the impact of load-shedding.</p> <p>The DPWI should prioritise all SAPS stations acquisition projects related to generators and inverters, especially where load-shedding results in the station not being contactable by the community or where SAPS internal radio systems are affected.</p> <p>Engagements between the SAPS and the municipality is encouraged to determine whether easier access to the N2 highway can be</p>
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	<p>Members of the delegation complemented the Station Commander on the general neatness of the station and noted that it is well structured and managed.</p>	<p>accumulated more than 200 000 km. The SAPS Garage takes a long time to do vehicle repairs.</p> <p>The relative small size of the station means only four SAPS members operate per shift. This becomes problematic when people take leave or become sick.</p> <p>Very long delays in the public procurement process, even for small or basic items.</p> <p>No direct access route to the N2, leading to slower response times to highway incidents.</p>		<p>facilitated for the Southport SAPS.</p> <p>The Southport SAPS should ensure that all Pocket Books are up to date and take action against officers when Pocket Books are not updated and timeously signed off.</p> <p>The Southport SAPS should prioritise the reduction of GBV and related outreaches to the community.</p>
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		<p>Reluctance by the community to report cases of GBV.</p> <p>Year-on-year regression in the following crime categories:</p> <ul style="list-style-type: none"> • Attempted murder • Rape • Assault GBH <p>Members of the delegation expressed specific concern around the increase in cases of rape and GBV.</p>		
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8. HUMAN SETTLEMENTS

8.1. BACKGROUND

By 2020, according to StatsSA's General Household Survey (2021), approximately 88% of households in KwaZulu-Natal lived in formal dwellings, compared to 9.2% that lived in traditional dwellings and 2.9% that lived in informal settlements. The main urban centres within the Ugu District are Port Shepstone, Hibberdene, Scottburgh, Margate, Port Edward and Harding Town. Izingolweni is the main rural town within the district, with Turton and Umzumbe experiencing increasing densification in recent years, with expanding densely rural settlements surrounding these towns. The population and settlement density is mostly concentrated along the coast with a sparser population distribution across the interior. This creates a developmental imbalance and a challenge for the creation of sustainable human settlements.

Most of the households in the district live in dwellings that are owned and fully paid off by the occupants (61%), compared to around 9% of households residing in dwellings not yet paid off, while an estimated 9% occupy their dwelling rent-free and 16% of households live in rented properties. Around 79% of the population reside in the District reside in traditional areas (rural areas fall under the Ingonyama Land Trust). The percentages presented therefore mostly relate to urban areas where title deeds are registered for properties, compared to a large portion of the population making use of long-term leases. The largest portion of the inland is marked by rural villages and settlements, which are spread within different parts of the administrative boundaries of traditional authorities. Challenges raised during the public hearings include the following:

- Communities from various wards across the District requested the provision of RDP houses.
- Not all households who are affected by floods have been provided with Disaster Temporary Shelters.
- It was recommended that security must be provided at the building sites of housing projects to prevent loss of money due to theft and vandalism.
- Some people have been on a waiting list for long but new people or people that are not from the area are awarded houses instead.
- Government is not providing housing to farming communities.

8.2. PUBLIC HEARING

CHALLENGES RAISED BY THE COMMUNITY	EXECUTIVE UNDERTAKINGS
<p>Ward 9, Ray Nkonyeni LM</p> <p>In phase 2 of the housing project in the area 1000 houses were approved. The community wanted to know when the project will move forward. The community was also curious about the specifications for the roofing of human settlements. In phase 1 tin roofs were being used again instead of ties as it was too expensive.</p>	<p>Responses by Cllr L S Zungu, Executive Mayor of Umziwabantu Local Municipality:</p> <p>In Ward 9 there was a disturbance on the part of the contractor, but the Mayor communicated with the Inkosi (Traditional leader) in the area and the contractor to continue development.</p>
<p>Ward 10, Ray Nkonyeni LM</p> <p>RPD houses meant to be built in the 2011/12 year was never built.</p> <p>The councillor was thanked for working hard. The community wanted to know what the programme is for the housing project in Gamalekhe because there was a promise that upon the completion of phase 1 of the project, there would be a phase 2. It was further requested that assistance be provided by Disaster Management to those that are suffering in the area.</p>	<p>750 Houses were built in Ward 11.</p> <p>No one should be removed from any lists and officials must explain to people why they do not qualify for a house.</p> <p>By 24 December 2022, a 1000 houses would have been built in Ward 2. There is only a small area left to be completed, however, electrifying the units may take some time.</p>
<p>Ward 13, Ray Nkonyeni LM</p> <p>There are no human settlement projects in the area. Two sites in the Stick Farm area was identified that may be used for housing. There are people who live and work on privately owned land for 20 to 30 years but they do not acquire a right to where they are living. When the floods came and people wanted to rebuild on the land, they were told by the owner that they cannot do so. It was asked whether it is true that nothing can be done in this case.</p>	<p>Responses by Cllr S T Khati, Mayor of Umdoni Local Municipality</p> <p>With regards to community halls, the Municipality is in the process of employing security to prevent vandalism. Spare keys would be kept by security guards and councillors and the whole process of procuring security would be managed by the councillor.</p>

	<p>To resolve the issues of the allocation of houses with the same numbers, many of these units were not in a good condition so it was first reconstructed, then renumbered to be awarded to beneficiaries correctly. Concerning the issue of a person occupying the property allocated to a different person, there is a local forum to resolve such issues.</p> <p>To address the issue of the lack of proper access roads, it is suggested that the other land with better access roads be allocated or the Department assist by providing additional funding.</p>
<p>Ward 14, Ray Nkonyeni LM</p> <p>There is a problem where each member of a single family will apply for a house and be awarded a number of houses. There is the further issue that when someone registers for a house and they pass away, another family member will take over the application and build the house on their own land and not allocated land so that it will not be awarded to someone else. There are missing toilets in the area and Disaster Management must provide plastic for temporary shelters.</p>	<p>As an interim solution, Department introduced Temporary Relocation Units (TRU's) and it would engage with the Department to provide it to households needing it.</p>
<p>Ward 23, Ray Nkonyeni LM</p> <p>The community of Sozala and Dunjazana need houses.</p>	
<p>Ward 24, Ray Nkonyeni LM</p> <p>The Provincial Government had previously promised to build a RDP house for a wheelchair bound community member but to date the undertaking is yet to be fulfilled. Access roads are also not accessible for blind people.</p> <p>It was acknowledged that houses were received in the area. In 2017, people were built temporary housing following the floods. The community appealed to the panel to assist these people, especially people with disabilities. An appeal was made to the panel to check the work done by the PLC because it has its own agenda and is not worried about the task at hand. The person further stated that he received a RDP house but it burnt down and he would like some assistance.</p>	<p>Where houses cannot, for whatever reason, be allocated there may be an attempt to get the owner to donate the house or for the municipality to buy it back.</p> <p>In Ocean View, approvals were obtained and the Municipality is now in the process of acquiring the land so that beneficiaries may be awarded housing.</p> <p>Responses by Cllr B G Nyuswa, Executive Mayor of Umzumbe Local Municipality</p> <p>The budget will be considered to determine where assistance can be provided.</p>

Ward 26, Ray Nkonyeni LM 35 houses were requested and six people were profiled but only one house was received.	In Ward 7, priority will be given to those areas that do not have community halls.
Ward 32, Ray Nkonyeni LM There is no community hall to have meetings and the ward is currently using the hall in Ward 13. People who were registered for houses were not allocated houses. Sanitation is prioritised in the area and since the housing projects have started they have not received any assistance. They also had to use mud to rebuild houses in the area.	In Ward 11 identification of locations for sanitation has taken place and construction has started which will be done in stages considering the budget and what it allows. The construction for the first tranche of 90 units will commence soon.
Ezingolweni, Ray Nkonyeni LM In 2014 municipal officials promised a community member a house but only the material was delivered. The same material was later taken away.	Responses by Cllr I S Mqadi, Executive Mayor of Ray Nkonyeni Local Municipality
Ward 3, Umdoni LM There is a need for RDP houses in the area.	There are sites of about 1800 units and 600 were allocated but due to challenges presented by bulk water infrastructure there was a delay.
Ward:4, Umdoni LM There is a shortage of RDP housing in the Ward.	Ward 29 was provided with a 1000 units.
Ward 5, Umdoni LM It was recommended that security must be provided at the building sites of housing projects to prevent loss of money due to theft and vandalism.	A family cannot be allowed 5 houses.
Ward 7, Umdoni LM Some people were affected by floods and need RDP houses.	The hall in the area is not owned by the Municipality, therefore it cannot be fixed by it.
Ward 9, Umdoni LM Within this area people are allocated housing but then move away to acquire bigger property while allowing other, non-registered owners, occupy the property. The person wanted to know what can be done about the house duplication issue. It was further raised that there are only four RDP houses	Houses in Ward 5, 26, 27 and 28 were repaired but 4 houses were left to be demolished.
	500 houses were built but not completed due to the contractor. The project will be completed in 500s, therefore phase 2 which involves constructing 500 houses will commence soon.

<p>in area. Also there is a problem with incomplete builds and the people occupying it do not have the necessary support to complete the structures.</p>	<p>Responses Hon N N Mahlaba, KwaZulu – Natal MEC for Human Settlements and Public Works</p>
<p>Ward 10, Umdoni LM</p> <p>Executive Mayor Khathi was thanked for listening to the concerns. The person spoke about the housing sector in the Ocean View area stating that 16 November 2022 marked a 162 years since indentured labourers landed in the country. They have lived on and worked the land of the sugar cane fields, but up until today they are living in the barracks with no ownership or title deed and evictions are being served upon them. The person pleaded that there is some acknowledgement that these people will soon be evicted from the premises. Further the barracks are outdated, it has asbestos roofing and is in need of refurbishment. 90% of the occupants are elderly people and there is no health facilities or maintenance. There is also no housing in the Kelso informal settlement and about 500 families are experiencing challenges. Small RDP housing can address the issue.</p>	<p>Ugu District was allocated R312 000 000.00 for housing. Projects were approved for cluster one to six. For Umzumbe, there is a new approved housing project.</p> <p>TRUs were built for disasters occurring in 2019, 1072 however units are to be refurbished.</p> <p>Currently profiling is taking place for people with disabilities and once completed, houses would be built for these people.</p> <p>Certain houses in Gamalekhe is being refurbished.</p> <p>With regards to old age homes, the MEC agreed to make provision for these houses.</p>
<p>Ward 14, Umdoni LM</p> <p>In cluster 14, 16 and 17, houses built during phase 1 were destroyed and the inhabitants now live in shacks next to the sites allocated for the housing. In 2012 housing was approved, but the administration provided no answers as to why nothing was built. The person requested the panel to visit the area to see the houses that were destroyed. The person also wanted to know what happened to the funding for the housing that was approved in 2012. An issue that also needs to be addressed is the issue of people</p>	<p>Responses by Hon. M K Kubayi, Minister of Human Settlements</p> <p>Houses will differ depending on what policy or the housing code dictates. For example, there are certain requirements for disabled people like a ramp and an inside toilet.</p> <p>Connections in rural areas does not make provision for inside toilets because there is no bulk infrastructure in the areas. These communities do not have level ground for the required pipes. There are challenges with the provision of electricity too.</p>

<p>being on a waiting list but new people or people that are not from the area are awarded houses instead.</p>	
<p>Ward 17, Umdoni LM</p> <p>The person raised the issue of incomplete builds and disappointment that corrugated iron is used for roofing. There is a lack of proper access roads causes for construction. The desire to have toilets built inside of the units given the difficulties related with using outside toilets, e.g. cannot be used during bad weather was expressed.</p> <p>Houses were not properly built in the area. There is no plaster on the walls, the windows are loose and it is not safe for people to occupy. People were told not to stay in the units, but they have nowhere else to go. When they asked for assistance to fix the issues they were told that they need to do it themselves. Further they do not have toilets and municipal toilets are locked or people must pay R5 to be able to use the toilets. This issue please be addressed.</p>	<p>In the event of disasters, structures provided for relief are provided by the same Department. TRU's are not meant to be permanent dwellings. It is not durable and is only meant to provide temporary relief. In Umtoni 50 families were provided with TRUs. To address the temporary nature of the TRU's, the plan is to provide long term housing in the form of RDP housing. Profiling would be conducted to determine why people were left behind after disasters in 2008.</p> <p>With regards to privately owned land, the Department would check whether the land can be acquired at a reasonable price. Farmers cannot be evicted from farms, therefore, the Department would consider moving people from these areas and also consult other members of the executive to address the issue of land especially for farms. It may also consider the possibility of expropriations but would do so reasonably.</p>
<p>Ward 19, Umdoni LM</p> <p>This Ward never received any RDP properties. It was asked whether there are any processes in place to negotiate with a coloured person that complains that they are occupying his property unlawfully.</p>	<p>It will prioritise the removal of asbestos over a 3-year period and replace mud houses with other alternatives.</p>
<p>Ward 2, Umziwabantu LM</p> <p>Disaster damaged houses need to be repaired.</p> <p>It was acknowledged that under Executive Mayor Zungu they do have housing but certain people were impacted by the floods and require assistance.</p>	<p>It is hoping to start the People Housing Project next year. This project would provide land to people and they would be able build their own houses on the land.</p>
<p>Ward 5, Umziwabantu LM</p>	<p>When houses are built and councillors assist in allocating these houses, the elderly must be</p>

<p>There is special treatment in the allocation of housing, with houses being given to select people. Further, Disaster Management came to the area and removed temporary structures and those who previously experienced challenges due to being struck by a disaster were not assisted with housing, while new people were.</p>	<p>prioritised in the allocation process. The Minister undertook to override the decision of councillors where young people are allocated houses over elderly people.</p> <p>*No interpretation was provided for the Executive Mayor of Ugu DM.</p>
<p>Ward 6, Umuziwabantu LM</p> <p>A building blocks manufacturing project that employs young people and to keep them from drug and substance abuse is needed. However there is a need for a business centre from which to operate small businesses.</p>	
<p>Ward 9, Umuziwabantu LM</p> <p>RDP houses are needed in the area.</p> <p>The speaker stated that the last housing project was in 2014 and provided only 6 houses. Ward 9 was not represented in this project. Since the Ward never received anything, plans for temporary housing were provided but still nothing has been built.</p> <p>A request was made for housing in the area as there have been promises that housing projects would commence in the area, but these promises remain unfulfilled.</p>	
<p>Ward 8, Umuziwabantu LM</p> <p>In 2013, housing in the area was approved but never built. It was asked what challenges were experienced when the contractor was appointed but no houses were built.</p>	
<p>Ward 10, Umuziwabantu LM</p> <p>Houses are awarded to select people, especially if they are on good terms with the</p>	

<p>council/councillors. There has not been a housing project in 20 years. It was requested that houses are allocated to this Ward and that disabled people are prioritised. The quality of the housing provided must be improved so that it is something that the community can be proud of.</p>	
<p>Ward 11, Umziwabantu LM</p> <p>Government is not building RDP houses for farm communities.</p> <p>When registration opened for housing, people were excluded from registration. During phase 3 of the housing project in the person's area there was new registrations. People were placed on the list that were not from the area and those that were registered during phase 1 and 2 were not allocated any housing. The person asked for fairness and justice in the allocation process and that those who were registered during phase 1 and 2 be allocated housing. There are about 400 unallocated houses that may be provided to these people. Phase 1 & 2 houses have cracks and are unsuitable and unsafe for occupation.</p>	
<p>Ward 15, Umuziwabantu LM</p> <p>RDP houses were requested for farm dwellers.</p>	
<p>Ward 6, Umzumbe LM</p> <p>RDP houses is needed for farm dwellers.</p>	
<p>Ward 7, Umzumbe LM</p> <p>Gratitude was expressed for the RDP housing provided in Ward 7 but it was stated that there is an issue with too many farms in the area resulting in a lack of available land to use for the development of housing. Disappointment was expressed that a community hall was promised but never provided.</p>	

<p>It was stated that facilities are not user –friendly for disabled people, such as outside toilets. It was recommended that special houses be constructed for those that live near farms.</p>	
<p>Ward 10, Umzumbe LM</p> <p>The Councillor was thanked for making the effort to provide services. 300 houses were allocated overall, but when it is allocated per ward, it only amounts to 15 houses per ward. It was asked that more houses be allocated to the Ward.</p>	
<p>Ward 16, Umzumbe LM</p> <p>There is a need for housing in the area but they cannot receive houses due to the fact that they live on a farm. It was asked how other farm dwellers are allocated housing.</p>	
<p>Ward 20, Umzumbe LM</p> <p>The person registered for a house and when it came to the time to construct the house, she was told by a councillor that she needed proof that she was entitled to get the house. She was also told that she would have to pay R2400.00 to be allocated a house, money she does not have because she lives on a social grant. It was asked whether government could expedite the process to relieve the housing backlogs. Families were profiled for temporary housing but nothing was provided. Government must provide temporary shelters to these families. There was a demarcation and a new Ward was formed, therefore, there is confusion about who will be allocated housing. Government must please provide a list of names of the beneficiaries.</p>	
<p>Ward 36, eZingolweni LM, Ilembe DM</p> <p>There is a need for RDP houses in the area.</p>	

8.3. SITE VISITS

8.3.1. Umzumbe Cluster “A” Rural Housing Project

BACKGROUND INFORMATION	SUCSESSES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
<p>Date of Site Visit: 17 November 2022</p> <p>Municipality: Umzumbe LM</p> <p>The Umzumbe LM has, through its IDP process, and extensive consultation with respective beneficiary communities residing within the Umzumbe LM. identified a need to provide low cost rural subsidised housing throughout its entire area of jurisdiction. This process was initiated as a means to address the</p>		<p>Umzumbe Cluster A</p> <p>The service provider has commenced with the construction however the project was delayed by change of specification and local businessperson who is demanding to supply the contractor with a tractor loader backhoe but doesn't have all the required documents. The contractor is on site busy and the project is being closely monitored.</p>		<p>The delegation observed a visible absence of the senior officials from the National and Provincial, Department Human Settlements and the Municipality.</p> <p>The recommended that the aforesaid departments should submit to the NCOP the reasons for their absence and written response to all the questions asked.</p>

<p>municipality's predominantly traditional/informal housing profile, and in doing so improve the living conditions and quality of life of its rural communities.</p> <p>The project area includes Umzumbe Cluster A, which straddles Wards 10, 16, 17, 18, and 19. This includes, land falling under the rule of the Hlongwa, Thulini, Qwabe and Ndelu Tribal Authorities and some areas which are privately owned and forming part of the Umzumbe LM.</p>		<p>Umzumbe Cluster B</p> <p>Local sub-contractors delayed the project by demanding a 50% award on foundations, however, this was resolved.</p> <p>Umzumbe Cluster C</p> <p>Slow progress on units left incomplete, as a result of the termination of the contract by previous Implementation Agent.</p>		<p>It was recommended that solar should be considered as form of energy supply in the area.</p>
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<p>Umzumbe Cluster A</p> <p>The approved project value is for the amount of R66 million and there is no money spent to date. The project was scheduled to commence on the 29th of June 2021 and Ngcolosi Consulting Engineers was appointed to implement the project.</p> <p>Umzumbe Cluster B</p> <p>The approved project value is for the amount of R40 million and there is no money spent to date. The project was scheduled to commence on the 16th of February 2021.</p>				
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<p>Umzumbe Cluster C</p> <p>The approved project value is R135 million with R66 million. Progress to date has seen 233 houses completed and the remainder being 758: slab, 682: wall plate, 575:roof, 109: concrete apron, 238: electricity and 233: VIPs)</p>				
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8.3.2. Dujazana Temporary Accommodation for Houses Affected by Floods

BACKGROUND INFORMATION	SUCCESES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
<p>Date of Site Visit: 16 November 2022</p> <p>Municipality: Ray Nkonyeni LM</p>	The mass care temporary shelters such as community halls which provided	There is no water connection inside the temporary units. The	It takes four days to complete the construction of temporary shelter if	The delegation took a unanimous decision that a follow-up visit is necessary

<p>The purpose of the visit was to assess progress on the responses of department in providing support to the victims of flood whose houses were destroyed during the disaster of April 2022, in Ugu District. The Department has established a project called Disaster Temporary Shelters, which was reported at the time of the oversight visit to be at the implementation stage. The value of this project was said to be at R 1 280 000.</p>	<p>temporary shelters to victims of floods in Ray Nkonyeni, Umzube and Umdoni municipalities has been cleared and closed since all the families have been moved to temporary shelters whose life span is five years.</p> <p>The Department of Human Settlements is planning to build 500 permanent units in Ray Nkonyeni LM, starting from January 2023.</p> <p>The land on which the temporary shelters was used to construct be temporary units belongs to the Municipality and the Tribal Land under the</p>	<p>beneficiaries get water from the communal standpipes. The NCOP delegation was not happy about this arrangement.</p> <p>Business forums are demanding awards on all projects around the district, affecting progress on service delivery.</p> <p>Access ways had to be created (up to 300m in certain areas) to be able to get to the beneficiary's homestead, which delayed the contractors.</p> <p>The impact of the inclement weather with heavy rains and many</p>	<p>there are no challenges of inclement weather conditions.</p> <p>When the construction of the 500 permanent units is completed, priority for allocation would be given to flood victims from Ugu District.</p> <p>The Department made an undertaken to provide the cost and budget for the construction of the 500 permanent units whose construction is expected to commence in January 2023.</p>	<p>and it must be conducted in the mid-year of the 2023. The follow-up visit would afford NCOP an opportunity to assess the extent of the progress in providing service delivery by the Department in Ugu District.</p>
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During the April 2022, the area of Ugu District was severely affected by the heavy rains, which subsequently resulted in houses within Ray Nkonyeni, Umzumbe, Umdoni, and Umuziwabantu municipalities being flooded. While on site, the delegation received a briefing from departmental officials who mentioned that the Department of Human Settlements in Ugu District, has been visiting the families that were affected by heavy rains under Ugu District to undertake an assessment of damages caused by heavy	Chieftancy of Chief Ndwalane.	roads which collapsed, prevented access to sites. Slow progress in respect of the appointed service provider.	A new contractor has been appointed to complete the construction of the remaining 89 temporary shelters.	
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<p>rains. Of the 200 units which were planned to be built, the department has thus far managed to build only 111 temporary shelters. According to the department, the value of each temporary unit costs R70 000 and has a life span of five years. The size of each unit is 30 square meter, with two rooms. The value for each VIP toilet was reported to be R10 400.</p>				
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8.3.3. Gamalakhe “A” Rectification Project

BACKGROUND INFORMATION	SUCSESSES	CHALLENGES	EXECUTIVE UNDERTAKINGS	RECOMMENDATIONS
Date of Site Visit: 17 November 2022	There were no unrests that emanated from the project	The project took some time due to the contractor		The delegation requested the breakdown of all the

<p>Municipality: Ray Nkonyeni LM</p> <p>The project is in the first phase of implementation. It relates to the rectification of 4 roomed houses that were built pre-1994 and which had asbestos roofing and to attending to minor structural defects. The project involved 273 houses and it ran from February 2016 until August 2022 with a total budget of R35 704 679.19, with a balance of 4 houses that had to completely be demolished and rebuilt.</p>	<p>The Municipality was able to pay rental for alternative accommodation for households while their houses were being rectified.</p>	<p>having to be offsite during the COVID-19 pandemic.</p> <p>The implementing agent that was tasked with the project, only attended to 4 roomed houses. There are others which are 5 roomed houses that did not fall within the same scope as those deserving to be rectified.</p> <p>Defaulting and lack of capacity from sub-contractors resulted in some minor delays during the project.</p> <p>The business plan for the outstanding houses and the second phase of the project was received from the</p>		<p>items that had to be rectified be sent to the NCOP to determine value for money on all the items.</p>
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		<p>Municipality in October 2022, however, it will be prioritised for the next financial year (2023)</p> <p>Some of the identified recipients withdrew from the project.</p>		
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9. OTHER CHALLENGES REPORTED BUT NOT RELATED TO THE PROGRAMME THEMATIC AREAS

9.1. BACKGROUND

During the public engagements a number of challenges were reported but which did not directly relate to the thematic areas for the TPTTP programme in Ugu District and for this reason municipal officials and Office Bearers and the National and Provincial Executive were not in attendance when the matters were raised. In keeping with the NCOP objective of being responsive and valuing the participation of members of the public, these inputs have been tabulated below.

9.2. PUBLIC HEARING

CHALLENGES REPORTED BY THE COMMUNITY	EXECUTIVE UNDERTAKINGS
Ward 1, Ray Nkonyeni LM The area needs a one-stop service centre that will provide government information and services to communities based on their needs.	Response by Hon. P A Motsoaledi, Minister of Home Affairs SA Connect seeks to meet the technology goals of the National Development Plan of creating an inclusive information society and position the government to play an enabling role in the provision of broadband to the number of underserved district municipalities thereby bridge broadband connectivity gaps.
Ward 10, Ray Nkonyeni LM More facilities are needed on sports fields. There is no school in the area and a community hall is needed.	
Ward 27, Ray Nkonyeni LM There is a need for a primary school in the area.	
Public education is needed on the environmental impact of dumping, including the disposal of nappies.	
Ugu DM was advised to consider bringing offices closer to the people, including to report faults.	
Ward 9, Umziwabantu LM The community needs a library with free wireless internet access. Staff shortages in municipal offices must also to be addressed.	
Ward committee members should receive a reasonable stipend from municipalities.	

<p>Ward 6, Ray Nkonyeni LM</p> <p>Young people signed contracts to be trained for learner's and drivers licenses but the project has since been stopped.</p>	
<p>Ward 5, Umziwabantu LM</p> <p>The area does not have a police station or library which the community needs. The community also needs network and electricity.</p>	
<p>Ward 18, Umzumbe LM</p> <p>The community of Mgangeni needs a primary school as learners have to walk grueling distances to school.</p>	
<p>Umdoni LM</p> <p>The municipality advertises jobs on the internet, this is unfair to those who cannot afford data and airtime.</p>	
<p>Ward 1, uMuziwabantu LM</p> <p>The Muzokhanyayo school should be converted into a secondary school.</p>	
<p>Ward 44, Kwanyuswa LM, Ilembe DM</p> <p>There is a need for a tarred road in Kwanyuswa. The community also needs parks, recreation services, library and boreholes in schools.</p>	
<p>Ward 14, KwaMadlala LM, Ilembe DM</p> <p>The construction of a tar road which started could not be finished. The area also needs toilets and a network tower.</p>	
<p>The department of Higher Education, Science and Technology should consider establishing a new university in the South Coast.</p>	

