

ITEM

QUARTERLY SERVICE DELIVERY PERFORMANCE MONITORING AND EVALUATION REPORT FOR QUARTER 3 OF THE 2023/2024 REPORTING PERIOD

PURPOSE

The purpose of this report is to facilitate the tabling of the quarterly service delivery performance report for Quarter 3 of the 2023/2024 reporting period based on performance information produced by the performance measuring instrument in terms of the 2023/2024 Organizational Service Delivery and Budget Implementation Plan.

BACKGROUND

The Local Government: Municipal Finance Management Act, 2003 (Act No. 56 of 2003) defines a “service delivery and budget implementation plan” as “ a detailed plan approved by the mayor of a municipality ... for implementing the municipality’s delivery of municipal services ... and which must indicate - ... (b) service delivery targets and performance indicators for each quarter ...”. The performance management system described in the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) – section 38 to 49 thereof – determines the monitoring, measurement, evaluation, and auditing of information recorded in terms of the service delivery and budget implementation plan. Section 52(d) of the MFMA requires that the Executive Mayor table a report on the performance of the municipality to Council within 30 days after the end of the quarter.

In compliance with these legislative directives, the 2023/2024 3rd Quarter Performance Report, based on the outputs of the 3rd Quarter performance assessment of the service delivery and budget performance indicators, targets and projections were prepared.

DISCUSSION

The quarterly service delivery performance report for Quarter 3 of the **2023/2024** reporting period addresses the actual performance for the period January 2024 to March 2024. The report covers the service delivery performance indicators and – targets as recorded in the **2023/2024** Organizational Service Delivery and Budget Implementation Plan.

The report is supported by the organizational service delivery performance scorecard with scores and ratings as calculated by the performance measuring instrument.

CONCLUSION

The quarterly service delivery performance report for Quarter 3 of the **2023/2024** reporting period is hereby tabled for consideration.

ANNEXURE

Quarterly Service Delivery Performance Report for Quarter 3 of the **2023/2024** reporting (pages..).

RECOMMENDED THAT

1. the content quarterly Service Delivery Performance Report for Quarter 3 of the **2023/2024** reporting be approved by the Mayoral Committee and be recommended to Council for noting; and

2. the Municipal Manager in his capacity as the Accounting Officer engages all the Clusters that have not performed well and remedy the situation.