



VISION STATEMENT

A competitive provider of Local Governance, Social Services and physical infrastructure.

MISSION STATEMENT

We exist to provide effective Local Governance, quality social services and physical infrastructure through implementation of government policies and programmes. We will do this in an impartial manner through competent, motivated and disciplined manpower in order to improve the quality of life of the community in collaboration with our stakeholders.

VALUES AND GUIDING PRINCIPLES

- a) **Honesty** - free from corruption
- b) **Commitment** - Effectiveness, Timeliness, Results/Goal orientation, Efficient, Purpose
- c) **Transparecy** - Openness, Information sharing/Communication
- d) **Botho** - Good relations, Tolerant, Polite, Compassionate/caring
- e) **Creativity** - Practice, Innovation
- f) **Accountability** - Responsibility, Compliance
- g) **Impartiality** - fairness
- h) **Integrity** - Self discipline, Exemplary, Fairness, Trustworthy, Courtesy, Honesty.

TEN POINT AGENDA

AGENDA ITEMS

1. Lack of adherence to time schedules, including staff absenteeism during working hours
2. Inconvenience and delays in getting different services
3. Lack of re-dressal of grievances, including inappropriate direction and handling of grievance letters
4. Rebuke and ridicule to complainants
5. Lack of respect, especially to Senior Citizens
6. Inaction on reported cases of negligence by officials
7. Unhelpful Help Desks with unanswered toll free lines
8. None acknowledgement of receipt of letters and delays in ultimate resolution of concerns raised
9. Apparently increasing corruption in Government offices
10. Improving overall efficiency and reducing bureaucracy