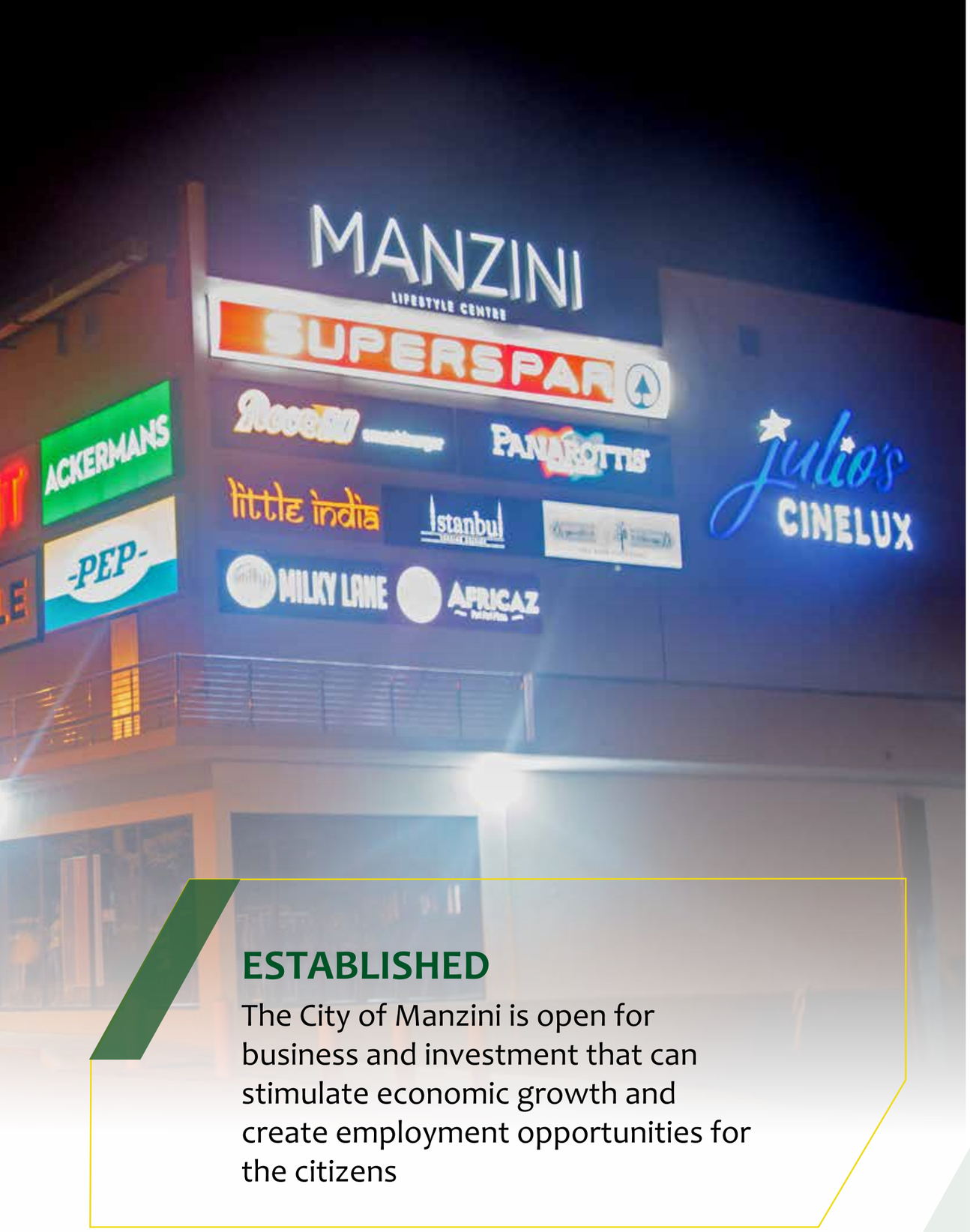
ANNUAL REPORT
2019/2020



MUNICIPAL COUNCIL OF
MANZINI



ESTABLISHED

The City of Manzini is open for business and investment that can stimulate economic growth and create employment opportunities for the citizens

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FROM BREMERSDORP TO MANZINI
HISTORIC BACKGROUND

The embryo of the city was formed in the 1890s when white settlers descended the Eswatini (formerly Swazi) territory and settled in what is today known as Manzini. At the time, the area was nothing more than just a veld with one homestead situated by the Umzimnene River belonging to one Manzini Motsa. The white people came in to seek concessions for cattle grazing and trade from the then ruler of the territory, King Mbandzeni. The white settlers bought an existing store from one Arthur Bremer to set up an administrative government for white settlers to start commercial activity in the area. The condition of the sale was that the administrative capital should be named after him hence the area became known among the settlers as Bremersdorp; "dorp" being an Afrikaans name meaning agricultural town. However, native Emaswati (formerly referred to as Swazis) preferred to call the place "kaManzini". As more white settlers descended Bremersdorp for various reasons, activities, especially trade, increased. In 1898 Bremersdorp was declared a town and, henceforth, private plots began to be sold to private individuals. One settler, DJA Danford, drew a sketch of town land uses which became the first Town Planning Scheme. This also saw the development of some of the streets in today's Manzini as well as the centrally located Somhlolo Park (formerly known as Jubilee Park).

In the late 1890s Swazis suspected that malicious supernatural forces were at play amongst themselves and witch-hunt activities ensued. These events culminated in the killing of King Bhunu's Chief Indvuna, Mbhabha Sibandze, and his two attendants on 9th April 1898. The colonial government, led by President Kruger of the Transvaal, took advantage of the turmoil among Swazis and attempted to abolish the office of Paramount Chief, as King Bhunu was called. British intelligence believed there was conspiracy between King Bhunu and Zulu King Dinizulu to stage an anti-whites uprising. The colonialists summoned King Bhunu, who lived in Zombodze, to Bremersdorp for a hearing whose purpose was to ascertain his role in the killing of Mbhabha. Worth-noting is that the reports of a planned uprising were false but this action almost ignited the feared uprising.

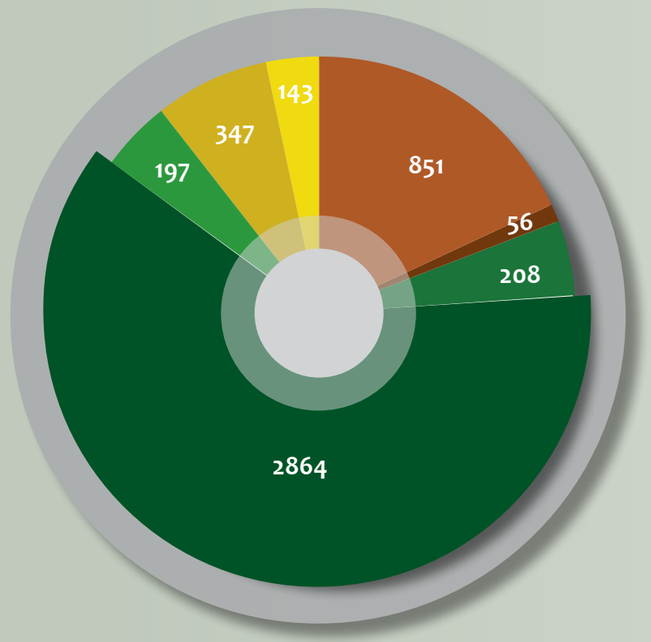
In 1899 King Bhunu arrived for a hearing in Bremersdorp on Saturday morning, 21st May 1899, to testify on the death of Mbhabha. The death of Mbhabha was viewed by the settlers as a threat to the Swazi nation. The colonialists saw reason to put the King on trial facing a charge of murder. The trial took place on the 5th September 1899 under a tree at the site on which in today's Manzini stands the LaMvelase HIV & AIDS Clinic. The trial established that there was nothing personally linking King Bhunu with the killing but that it was a collective resolve of the Swazi nation hence he was acquitted. However, he died a year later. At the time, the Swazi population was between 40, 000 and 50, 000 people and there were only 1, 400 Europeans.

In the early 1920s one Mickey Reilly, former manager of a tin mine near Mlilwane, built a hydro power plant near the Umzimnene River at the site where today's Manzini has the Swaziland Milling. The electrification sparked further growth in the small town. In 1928, the South African Railway Administration introduced motorized coaches (buses) in Bremersdorp. To bring people to and from South Africa, the Motor Transport Service (MTS) chose the ideal Bremersdorp, as opposed to Mbabane, as its central depot. Henceforth like Rome, all bus routes led to Bremersdorp hence the name "Hub of Swaziland". A native eatery was opened and frequented by Swazis working in town and those who were on transit to South Africa. Swazis seeking employment in South African mines were recruited from Bremersdorp by a South African company. In 1930, two industries had been opened in Bremersdorp; the Swaziland Power House and the Swaziland Printing and Publishing Company. A number of church buildings, schools, services outlets such as the post office and police station also emerged. Various businesses and shops of different shapes and sizes surfaced; and some of the town's roads were paved. In 1961, the town's name was officially changed from Bremersdorp to Manzini. The first street light began to regulate traffic in 1983, located at the foot of President street (now Ngwane Street) near the Umzimnene River. In 1971, old colonial street names were changed under the leadership of a Town Council which had been established in the late 1960s.

In 1992 King Mswati III declared Manzini a city and, ever since, development in the city has been growing in leaps and bounds under the professional guidance of the Municipal Council. Recent developments include Manzini's first mall (Bhunu Mall) which stands on the same site where there used to be the MTS bus station. The MTS bus rank had ceased operating following construction of another bus rank when a host of Swazi-owned bus services began operating.

LOCALITY AND DEMOGRAPHICS

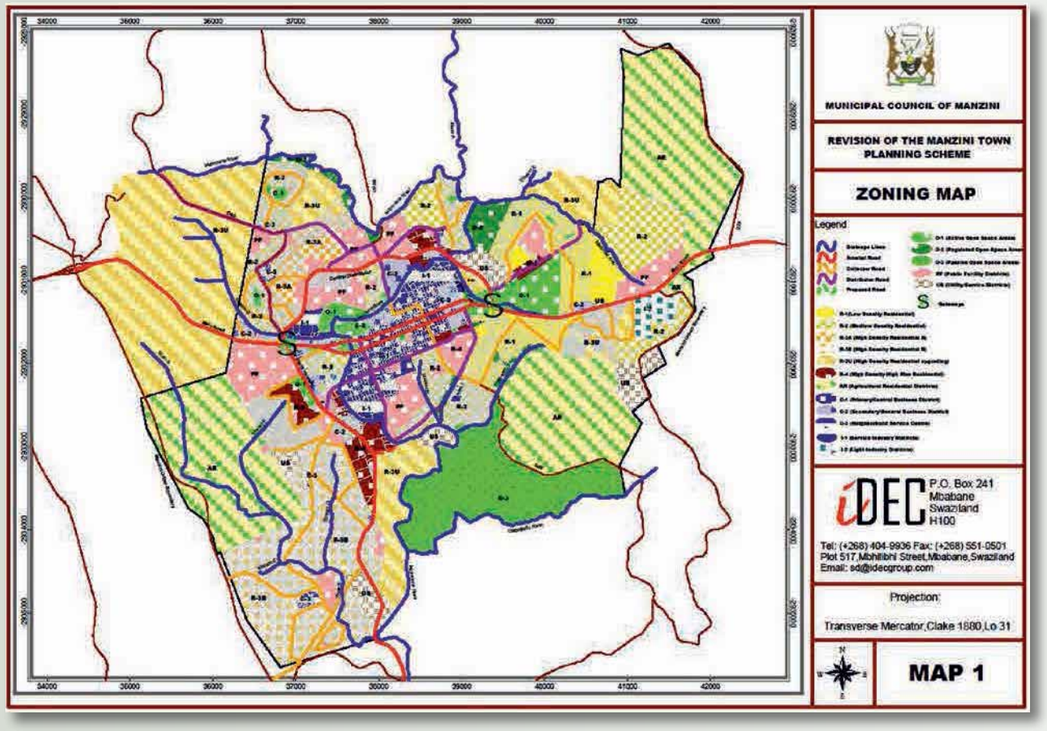
The City of Manzini is centrally located in the Manzini region; in the centre of the Kingdom of Eswatini, Southern Africa. It is located about 7km from the industrial town of Matsapha and about 35km from the capital city, Mbabane; sitting on an area size of 2,680 hectares. The night-time population is 30,248 as recorded by National Population Census in 2007 but today can be estimated at around 40, 000 people. The population growth trend has been on the rise from 6, 081 in 1966; 10, 019 in 1976; 16,396 in 1997; 28,744 in 2007; and 30,248 in 2017. The city provides the services listed below:



- DEVELOPED RESIDENTIAL LAND
- VACANT GOVERNMENT LAND
- COMMERCIAL LAND & IMPROVEMENT
- VACANT COMMERCIAL LAND
- VACANT RESIDENTIAL LAND
- SEMI-COMMERCIAL LAND & IMPROVEMENT
- GOVERNMENT DEVELOPED LAND

The City of Manzini has 34 townships including the Central Business District and the recently developed Mkhosi Township which is located below Coates Valley. Surfaced road infrastructure coverage stands at 60% of a total roads network stretch of 113km.

MAP OF MANZINI CITY

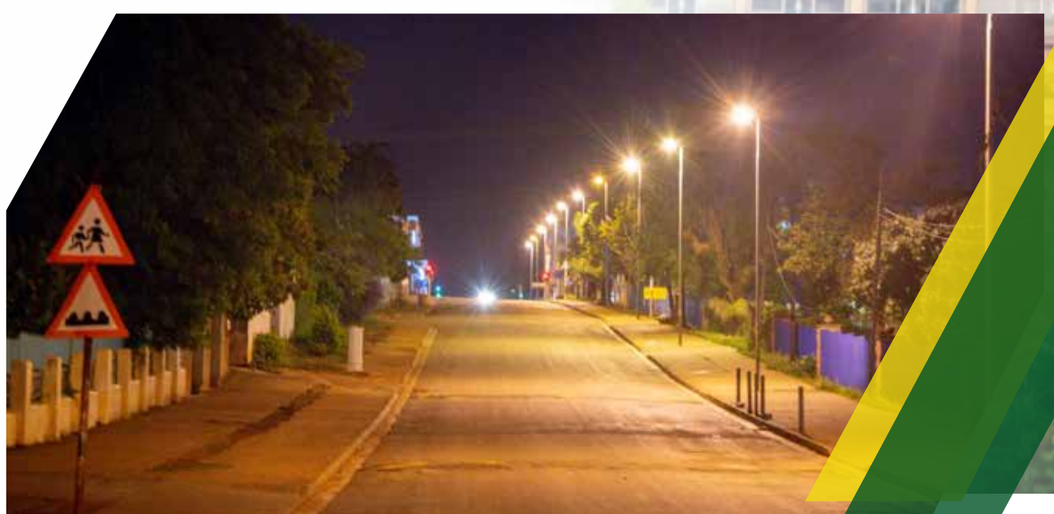


ECONOMIC ACTIVITIES

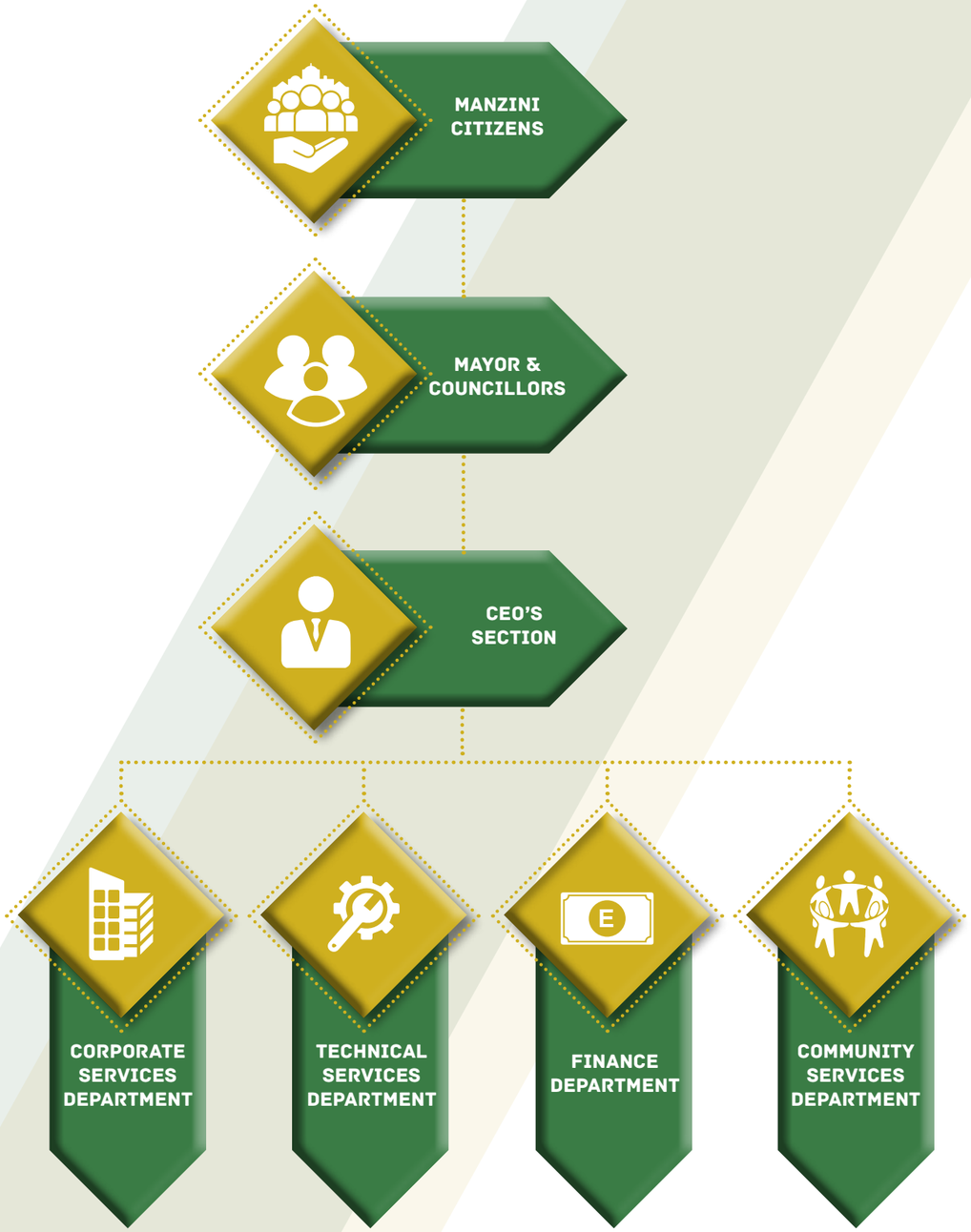
Economic activities are largely confined in the Central Business District (CBD) with a growing sprawl towards the surrounding townships. The city activities comprise financial services (banks), retail and wholesale outlets of different sizes, transport services, filling stations, offices, service industries such as workshops and warehouses. The banking services comprise of four commercial banks and one building society. The city enjoys efficient utility services including water supply, electricity supply, post & telecommunications as well as mobile network services. Furthermore, there is a timely emergency services from a government emergency services agency, fire and emergency services as well as reliable safety and security services from the national police service.

CITY MANDATE

The Municipal Council of Manzini's primary mandate is to facilitate the provision of basic municipal services for the citizens at community level as well as manage development within the Manzini urban jurisdiction. The city is governed by a Council made of 12 democratically elected Councillors whose term of office is a period of five (5) years. The management of the city is led by the Chief Executive Officer supported by four (4) directors. The departments are, namely; Technical Services, Community Services, Corporate Services and Finance. The Municipality has a staff complement of 215 The Municipality's total annual budget for operations and infrastructure development ranges between E80 million and E100 million.



ORGANISATIONAL STRUCTURE



FOREWORD BY HER LORDSHIP, HONOURABLE MAYOR COUNCILLOR **J. SHIBA**

In this eventful year, it is with great humility that we present the 2019/20 Integrated Annual Performance Report to citizens and key stakeholders of the City of Manzini. As a Municipality we always look forward to this period of the year wherein we look back and give an account of our performance in the preceding financial year. As Council have continued to exercise our oversight role, providing guidance and ensuring that we work towards achieving our strategic vision of being a vibrant African City that innovatively provides quality service and economic opportunities to its stakeholders.



Despite a myriad of challenges that we have experienced during the reporting period, we continued to fix our eyes on the ball; ensuring that we fulfil at least the basic of our mandate as articulated in the Urban Government Act, 1969. I must concede that the journey has not been an easy one; given the state of the economy which negatively impacted the fiscal position of the national Government. However, where possible, we have made means to find alternative solutions and were able to

deliver service to the city. I would like to take this opportunity to express our appreciation to all our stakeholders for their continued participation and demonstration of interest in the affairs of the Municipality. Through your participation we have been able to complete development of the city's Integrated Development Plan (IDP); which provides a guiding framework for development in the city. We have properly interpreted your development submissions and came up with a comprehensive implementation plan which we have already started implementing.

This report vividly highlights the milestones that we have managed to achieve as well as challenges encountered during the reporting year. As Council we commit to continue searching for alternative sources of revenue as a means to mitigate the unfavourable economic situation which has acutely impacted revenue inflow in the Municipality. We remain ambitious to broaden our revenue base so as to reduce the revenue burden from property owners. Our main focus remains on Public Private Partnerships and we have already planned a number of these initiatives for the next financial year and beyond. We welcome more innovative ideas on possible partnerships that could help us remain afloat as a Municipality. We also continue to focus our energy towards ensuring quality in the service that we deliver. The various local and international quality awards that we received during the reporting period are an indication of a service delivery machinery that is intact and is producing the desired results. Where there is need for improvement, we will continue to tighten the screws as we move forward. We would like to thank our stakeholders and customers for their cooperation and assistance in helping us live up to the expectations of the globally recognised ISO 9001:2015 quality standard. Through our performance Management and Development System, we have also continued to ensure that the workforce deliver in line with the set performance targets. Through the applicable pieces of legislation and policies, we continued to ensure that we maintain a well-planned and developing city. I must thank the property owners who have continued to add value to the city by ensuring that more pockets of land are developed during the reporting period. As a Municipality we have also continued to invest in and prioritised the good health of citizens as well as protection of the environment. We encourage citizens to continue cooperating with the Municipality on this aspect by ensuring zero littering and keeping our city as clean as possible. As Council we further pledge our commitment to the fight against the novel coronavirus which is sweeping across the globe. A significant amount of resources had already been committed towards this course by the end of the financial year under review and a comprehensive Covid-19 mitigation strategy was developed for protection of citizens of our city as well as our human capital against the virus. We pledge to continue monitoring the situation and implementing the necessary interventions until the 'war' is won.



It is apposite that I thank my honourable fellow Councillors for their support ever since my assumption of this critical office in Mat the previous year. It is because of their relentless support and advice that I have been able to lead Council during this difficult period. As a team we had anticipated that there will be challenges ahead but none of us had envisaged that we would be facing the biggest crisis of our lives. Throughout this difficult time, Council has offered tremendous support and ensured that we do not move our eyes from the ball. I will forever be indebted to them. I would also like to reiterate our commitment to upholding the principles of good governance, accountability, inclusion and integrity. I would also like to thank the management team, as led by the Chief Executive Officer, for their cooperation and ensuring that as Council, we deliver on our mandate. With the good working relationship and team spirit that exists between Councillors and the management team we surely will be able to overcome the challenges that we face and achieve our broader vision. I would also like to express gratitude to the national Government for their continued support to the Municipality. As a Municipality we commit to play our role at the local level towards fulfilment of a broader national vision.

I Thank You

Her Lordship Cllr J. Shiba
Mayor of the City of Manzini

HONOURABLE COUNCILLORS
November 2017 to November 2022



CLLR WESLEY DLAMINI
Ward 6
Woodmasters & the area below the Central Distributor road; around Leites Motors



CLLR MDUDUZI VILANE
Ward 2
Trelawney Park, RFM Mission, area around Sobhuza Clinic



CLLR MXOLISI MABUZA
Ward 7
Sterkstroom, Mangwaneni and the area around Manzini Central School

VACANT
Ward 12
City Centre

HONOURABLE COUNCILLORS
November 2017 to November 2022

CLLR SANDILE NYAWENI
Ward 5
Sikhunyana. Murray Camp, Ntunja, area around William Pitcher College





CLLR SIBONISO NKABINDE
Ward 4
Ngwane Park Township, Ngwane Park Extension, Sihlahleni, Ndumbu, Ticancweni



CLLR HENRY KUNENE
Ward 9
Moneni, Masekweni, Inyoni Park



CLLR JABU SHIBA
Ward 8
Madonsa, Thomasdale, Extension 6

HONOURABLE COUNCILLORS
November 2017 to November 2022



CLLR QUINTON ELS
Ward 10
Coates Valley





CLLR SANDILE BHEMBE
Ward 1
Zakhele, Two Sticks,
Old Zakhele

CLLR KHETHOKUHLE DLAMINI
Ward 11
Extension 7 (Wilmer Park),
Manzini light industrial area,
Mkhosi Township



CLLR BONGANI SHONGWE
Ward 3
Fairview North,
Fairview South, Helemisi

CEO'S MESSAGE

Dear Valued Stakeholders



It is with great pleasure to once again report to you about the performance of the Municipality in the financial year 2019/2020 as guided by the city's 2019-2024 Integrated Development Plan (IDP). This is the time of the year which, as a Municipality, we always look forward to in order to engage and deliberate with our stakeholders on development and service delivery initiatives in the city. Notwithstanding the encountered constraints during the year, our focus was the exploration of partnering with the private sector to deliver infrastructural services, general service delivery and further strengthen our efficiencies through organizational transformation to strengthen the capacity of the Municipality to deliver as expected. Even though the Public Private Partnerships (PPPs) take time to prepare and implement, I can report that preparatory works are at an advanced stage and these are aimed at mitigating the roads infrastructure programme backlog. On the transformation front, we were able to engage with all internal stakeholders to work on the components of our turnaround strategy; which resulted in having 80% of our employees being migrated into a new organizational structure that is more agile and adaptive towards service delivery and customer service.

In an endeavour to ensure quality of life of the citizens, we partnered with various stakeholders especially Royal Eswatini Police Service, Eswatini Environment Authority, Regional Administrator's Office, and private companies to ensure public order, safety and security in the city. I would like to thank all our stakeholders for partnering with us through the established customer engagement mechanisms including media platforms, customer satisfaction surveys, 24/7 Call Centre and service delivery feedback platforms where your service requests and inputs were obtained and worked upon.

We have also managed to continue implementing the ISO 9001 Quality Management System within the Municipality. This is aimed at improving the quality of services provided to our customers. This system was managed in integration with the Performance Management and Development System; aimed at supporting staff and organizational performance.

With the level of positive energy that exists within the Municipality, together with continued support from our stakeholders, I do not have a doubt that we will be able to eventually deliver on our planned programmes. The sterling performance of the Municipality on the Quality Management System has excitingly been recognised at both the national and international levels. This has inspired us to renew our commitment to upholding the principles of the standard and by so doing put our brand on the world map.

I would like to highlight that towards the end of the financial year under review, operations within the Municipality, like with all other organisations locally and globally, were negatively affected by the novel Covid-19 pandemic. Again, the organisation rose to the occasion, developed and implemented disaster mitigation strategies for the safety of both employees and external stakeholders. The full impact of the coronavirus pandemic was yet to be assessed and acted on during the next financial year. However, our eyes remain fixed to the Lord for a permanent solution to this pandemic. As a Municipality we remain committed to achievement of our Integrated Development Plan and vision 2024.

May I take this opportunity to express my profound appreciation to our parent ministry, the Ministry of Housing and Urban Development and the entire regional and national Government for their continued support and guidance on the development of the city. Without this support, coupled with that of our communities and stakeholders, we would not have achieved the progress that we have made during the reporting year. Lastly, I would like to thank our Councillors, management team and all our employees for their relentless effort and hard work exerted throughout the reporting year despite the encountered economic upheavals.

I Remain Committed,



Lungile P. Dlamini
Chief Executive Officer

EXECUTIVE **MANAGEMENT**

MS LUNGILE P. DLAMINI
Town Clerk/Chief Executive Officer

Masters Degree in Planning Studies, BA Degree in Urban and Regional Planning, Certificate in Urban Development and Infrastructure Planning, Global Executive Development Programme (Gordon Institute of Business Science), [pursuing a Masters Degree in Business Administration]

Responsible for coordination, implementation and operational responsibility over activities of Council; providing direction to the various departments. Also responsible for implementation of Council resolutions.





MR MADODA D. DLAMINI
Director Technical Services

Masters Degree in Engineering Science, Bsc in Civil Engineering, Bachelor of Science [majors in Maths and Physics], University of Witwatersrand's Executive Development programme

Responsible for providing and maintaining Council infrastructure [e.g roads], plant and equipment, buildings and related facilities, scrutiny of building plans, building inspections, management of Council's fleet, management of bus ranks

MR SIZWE W. DLAMINI
Acting Director Corporate Services

Master of Business Administration, Management Development Programme, BA Economics, certificates in Strategic Planning, Organisational Behaviour, Corporate Governance, Finance, Public Private Partnerships, Project Management

Responsible for the overall management of all persons in the employ of Council, their people skills and development as well as development and implementation of human resource policies relating to employees' welfare. Also responsible for ensuring that employees comply with organisational goals, motivating them as well as facilitating for their training and development



EXECUTIVE **MANAGEMENT**



MR MFANAFUTHI L. MAMBA
Director Finance

Global Chartered Management Accountant (CIMA), Master of Business Administration, Management Development Programme, B.Comm (Accounting), Diploma in Commerce

Responsible for managing the financial business of Council including revenue collection.

MR ZWELI M. MAPHANGA
Director Community Services

Masters Degree in Town and Regional Planning, Bachelors Degree in Town Planning and Regional Planning

Responsible for ensuring coordinated development of the municipality. Also tasked with ensuring formulation of a policy framework for spatial development, environmental management, informal settlements upgrading, waste management and the city's general environmental health & cleanliness.





EXECUTIVE SUMMARY

The Municipality prepared and planned 2019/2020 financial year Annual Operational Plans (AOPs) in line with the organisational strategy. The plans were prepared starting from departmental level, coordinated and monitored by the Chief Executive Officer's Office. What stands out from the results of our monitoring and evaluation of our performance is that the financial year 2019/2020 was a challenging year.

The continued poor national Government financial position limited central transfers to urban local authorities yet the national Government is the biggest single contributor to the Municipality's revenue. As a result of the same fiscal position of the national Government, the Municipality did not receive its annual capital grant for infrastructure projects; which adversely affected implementation of infrastructural capital projects.

By the close of the financial year, the organization had managed to realise 77% of total budgeted revenue whilst the total budgeted expenditure stood at 63%. Noteworthy is that a larger portion of the budget expenditure went towards operational costs whilst a lesser amount was channelled towards development initiatives.

The Municipality made an effort towards alternative solutions against the prevailing poor fiscal situation through pursuing Public Private Partnerships and other strategic alliances that have the potential to support development and service delivery. The procurement process towards construction of the Southern Distributor-Bosco Bridge through a private financing initiative commenced. By the close of the year, four bid proposals had been submitted. Preparations for the Fairview Mixed-Use Commercial development also continued. The project is being undertaken in partnership with a local private company. The project that seeks to upgrade and operationalise the municipal abattoir was also conditionally awarded to private bidders; which enabled commencement of detailed preparations for the project. Rehabilitation of Pleasing Prospect road including improvement of the Donegal road intersection was also facilitated during the reporting year. The organization also managed to facilitate completion of the Autism Respite Centre project and the facility was handed over by the contractor to the Municipality. During the reporting year, the Municipality also managed to purchase plant and equipment, namely; a refuse truck, skip truck, vacuum tanker, road marking machine and a mini bus.

In line with good governance practices, a number of internal audits were conducted within the Municipality and the outcomes presented to Council. In an effort to support the organisational transformation process, monitoring and evaluation of implementation of the Turnaround Strategy (TAS) continued. At least eight (8) TAS Technical Committee Meetings were held and the organizational migration process facilitated. The TAS project was at 80% completion by the close of the financial year 2019/2020.

Initiatives aimed at ensuring environmental sustainability within the city were also pursued during the year under review. This was through publication and distribution of IEC educational material and facilitating of environmental education workshops for relevant stakeholders. Furthermore, collection, transportation and disposal of waste at the controlled municipal dumpsite continued to be carried out as per environmental standards.

The general property valuation process was also kick started during the reporting year. The process was expected to be completed during the following financial year (2020/21).



VISION

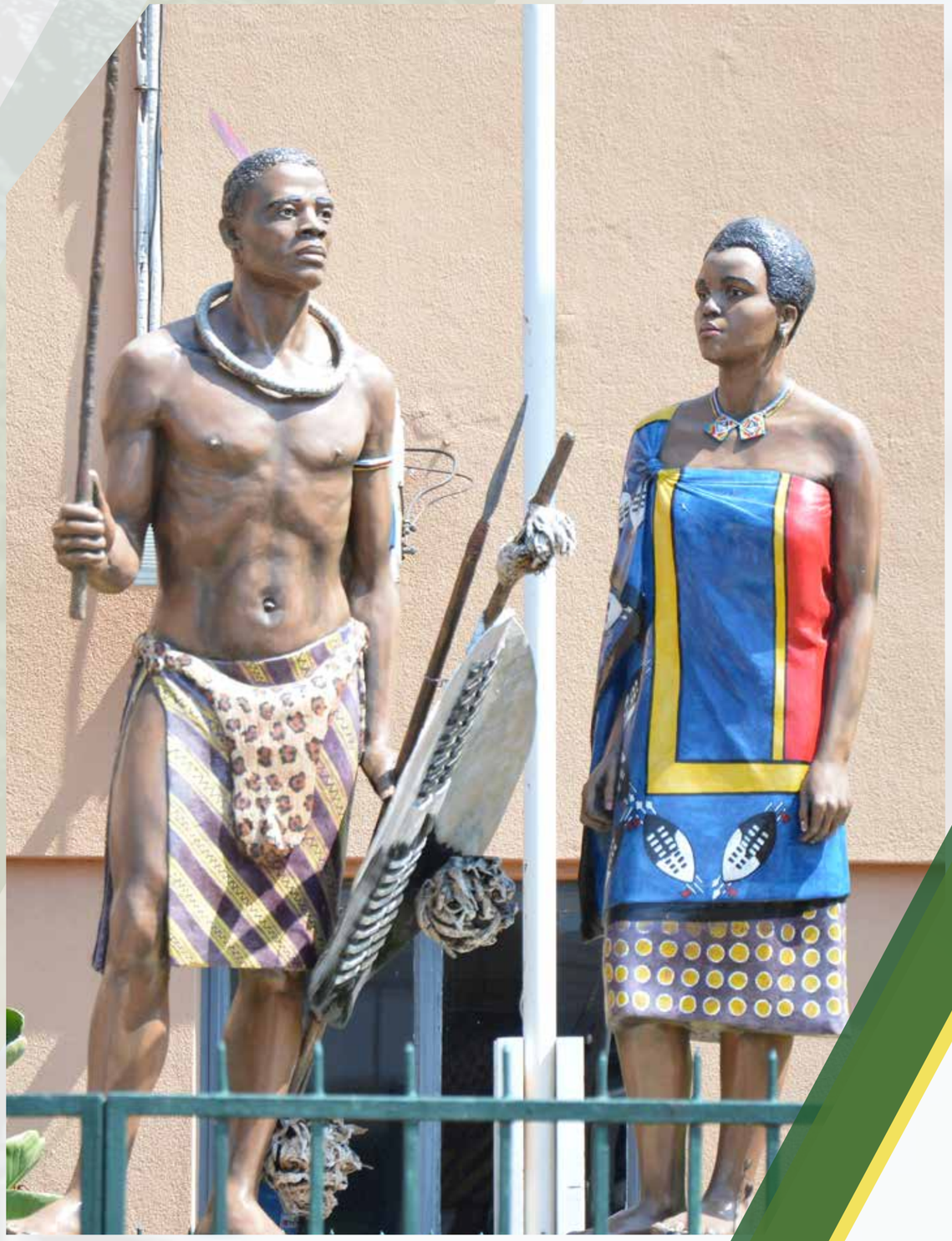
"A vibrant African city that innovatively provides quality service and economic opportunities to its stakeholders"

MISSION

"To provide quality municipal services that add value to all our customers through good governance and partnering with relevant stakeholders"

OUR VALUES

Innovation
Accountability
Integrity
Inclusion



STRATEGIC OBJECTIVES

KEY PERFORMANCE AREAS	STRATEGIC PRIORITY	STRATEGIC OBJECTIVES
Municipal Institutional Development and Transformation.	Institutional Capacity Development and Growth	To Develop and Implement Talent Management Initiatives by 2024.
		To Improve Staff Performance in Delivering the IDP by 2024
		To Develop and Implement Occupational Health & Safety and Employee Assistance Program for Improved Employee's Wellbeing by 2024.
		To Upgrade and Integrate Information Communication Technology for Improved Efficiencies and Services Delivery by 2024.
Good Governance and Public Participation.		To Improve Culture of Good Governance, Risk Management Mechanisms and Organizational Performance by 2024.
Municipal Financial Viability and Management.		To Increase Revenue Collection by at Least 5% on Year-on Year basis while and Ensuring Streamlined Financial Management by 2024.
		To Innovatively Diversify the City's Revenue Streams by 2024.
Good Governance and Public Participation.	Stakeholder Management	To Improve Public Participation, Stakeholder Relations and Organizational Imaging by 2024.
Basic Service Delivery	Urban Planning and Sustainable Human Settlements	To Guide the City's Development towards Making Manzini a More Liveable City by 2024.
		To Implement the Urban Growth and Boundary Extension Programme by 2024.
		To Improve the Living Conditions of Residents in Informal Settlements by 2024.
		To Improve the Living Conditions of Residents in Informal Settlements by 2024.
		To Improve the City's Social Cohesion and Health Status through Increased Sporting and Social Activities by 2024.
		To Provide Responsive Integrated Health and Social Welfare Services by 2024.
		To Improve Public Order, Safety and Security by 2024.
Basic Service Delivery	Sustainable Environmental Management	To Reverse the Pollution of Water Bodies within the Urban Space by 2024.
		To Improve and Increase Number of Open Public Spaces /Parks by 2024.
		To Improve Waste Collection Coverage and Operational Efficiency by 2024.
Local Economic Development	Integrated Economic Development	To Stimulate the City's Socio-Economic Growth and Increase Employment Opportunities by 2024.
		To Ensure Inclusive Socio-Economic Development in the Manzini Urban Area by 2024.
Basic Service Delivery	Integrated Infrastructure Development	To Improve Infrastructure Development and Maintenance While Ensuring Efficient Traffic Management by 2024.

STRATEGY AND POLICY ENVIRONMENT

The strategic and policy direction of the Municipality is driven in the Office of the Chief Executive Officer and that of the Honourable Mayor. These offices guide and coordinate the Municipality's policy environment and organizational performance towards achievement of set objectives, mandate and vision. The overall objective of this function is to effectively guide city development and service delivery towards delivery of the municipal vision in line with the country's policy direction.

1.0 HIGHLIGHTS OF ACHIEVEMENTS

This section seeks to highlight organizational achievements in line with guiding policies during financial year 2019/20.

1.1 INFORMATION DISSEMINATION AND STAKEHOLDER RELATIONS

In adherence to good governance principles of transparency and accountability, the Municipality continued to maintain healthy relations with the various city stakeholders and the general public. A number of public participation and communication initiatives were rolled out and these included service delivery stakeholder feedback mechanisms, stakeholder engagements and participation initiatives as well as traditional and social media communication. Most of the information disseminated covered updates relating to planned projects and programmes. Noteworthy is that these initiatives have significantly improved stakeholder awareness of Council plans, executed projects, challenges encountered. They have also helped bolster relations and stakeholder confidence on the Municipality. The public participation, public relations and communication mechanisms that were implemented during the year under review included the following;

(i) ANNUAL GENERAL **MEETING**

The Municipality facilitated for an Annual General Meeting wherein (100) stakeholder representatives attended; these comprising (65) males and (35) females. During the meeting, the organization's 2018/19 Annual Report was presented and stakeholders given an opportunity to make comments. The integrated Annual Report was also distributed to stakeholders by email.





(ii) STAKEHOLDER BUDGET SUBMISSIONS MEETING

A stakeholder budget submissions meeting towards the 2020/21 municipal budget was facilitated wherein a total (63) stakeholder submissions were received. The meeting was attended by (92) stakeholder representatives. The composition was (62) males and 30 females. Other stakeholder submissions (23) were collected through social media and this consultation approach drew comments from stakeholders of various age groups including the youth.

(iii) MEDIA COMMUNICATION

As a strategy for proactive information dissemination, Council continued to utilise the main newspapers in the Kingdom of Eswatini for publishing of weekly advertorials. A total of 100 articles were published in both main newspapers (Times of Eswatini and Eswatini Observer) every Wednesday except for public holidays. Council's Manzini News Facebook platform continued to be active. On another note, it can be reported that (35) written queries were received from the print media during the quarter under review. They were all responded to. Other queries were from the electronic media. Media releases were proactively disseminated and aired by the Eswatini Broadcasting and Information Services.

(iv) PARTICIPATION IN THE ESWATINI INTERNATIONAL TRADE FAIR

The Municipality participated in the 2019 annual Eswatini International Trade Fair wherein (86) stakeholder service delivery comments were received at its exhibition stand. Also worth reporting is that a total (E75,000) in rates funds were collected at the exhibition stand.

(v) SOCIAL MEDIA INTERACTION

During the reporting financial year, it can be reported that Council's Manzini News Facebook platform continued to be active. A total of (260) posts were made; which posts attracted lots of comments from other participants. A total of (233) posts were made by stakeholders and these included service delivery compliments, suggestions and general service delivery issues. A further (27) posts were proactively posted by Council. Over 95% of the posts and comments were timely responded to.

(vi) CALL CENTER CUSTOMER FEEDBACK MANAGEMENT

The office managed to coordinate the implementation of customer relationship management process through established customer feedback mechanisms. It can be reported that during the reporting period, a number of feedbacks were received which included service requests and faults reporting (875), complaints (45) and compliments. The customer satisfaction was measured on a case-by-case basis. A total average of 66% customer satisfaction rating was received for the financial year under review.



1.2 CITY DISASTER RISK MANAGEMENT

In a bid to operationalize the city's Disaster Management Plan, Council managed to facilitate for the development of the Request for Proposals (RFPs) for engaging professional services to review and develop a Disaster and Risk Reduction Plan. The project was advertised and bidders submitted bids which were evaluated but proposals proved to be expensive hence the process could not proceed. As a result, the Municipality continued utilizing the existing plan whilst resources were being sought and mobilized.

1.3 INTERNATIONAL RELATIONS (TWINNING)

A Sister-City relation with Livingstone A Sister-City relation with Livingstone City Council was formalized during the financial year under review. Five (5) officials from Manzini Municipality travelled to Livingstone City in Zambia. A learning exchange session was facilitated and a Peer-Review Framework agreed upon and signed; marking commencement of the Sister-City Relation. During the same financial year, the Municipality also facilitated development of a Sister-City relationship with South Africa's Mogale City Local Municipality which is based in the Gauteng province. Five (5) Council officials travelled to Mogale city on a familiarization tour. It was anticipated that a Memorandum of Understanding with the municipality would be signed during the 2020/21 financial year. A potential Sister-City relationship with a United States municipality was also identified and preparation for its pursuit had commenced by the end of the financial year.

1.4 PROMOTION OF GENDER EQUITY AND SOCIAL RESPONSIBILITY

Women's Day Commemoration – On the 12th March 2020 Council hosted the International Women's Day under the theme "#EACHFOREQUAL'. The event was attended by over (120) young women from the various communities in the city. The aim of the event was to promote and raise awareness of women's rights in an effort to achieve equal opportunity status in all walks of life. Topics covered were; 'What is it that can be done by the adolescent age to reduce the high incident rate of HIV', 'Strategies to empower the young to better negotiating skills'. Apart from empowering the young women, the youth office also distributed condoms and HIV self-test kits. Through this activity a total of one thousand one hundred and thirty (1130) condoms were distributed, of which one thousand one hundred (1 100) were male condoms and the remainder were female condoms. A total of two hundred and fifty (250) lubricants were also distributed.





Social Responsibility

On the 20th December 2019, Council took time to appreciate community volunteers for the work they do under the LaMvelase HIV/AIDS Help Centre Section. The event was held at the Council Chamber and attended by the various volunteer portfolios as well as management and Councillors. The Honourable Mayor, Councillor J. Shiba, thanked the volunteers for the work they had put throughout the year. A total of eighty (80) community volunteers were presented with grocery hampers which included food, toiletries and a calendar. The gesture was greatly appreciated by the volunteers.



LEGAL, SAFETY & SECURITY SERVICES

The Municipal Council of Manzini provides safety and security, public order, nuisance abatement, legal and governance services through the Corporate Services Department. This service is provided through Council's security personnel, a private security company that is contracted to Council, and in collaboration with the Royal Eswatini Police Service (REPS). The ultimate goal is to ensure safety and public order within the city.

HIGHLIGHTS OF ACHIEVEMENTS

Coordination of Statutory Council Meetings

In an endeavor to ensure adherence to statutory legal requirements and in keeping with the dictates of the Urban Government Act 1969, Council is expected to facilitate for monthly statutory Council meetings for debate and passing of sound resolutions in relation to the operations of the Municipality. During the year under review, Council managed to convene eleven (11) Statutory and Special meetings, and eighty-six (86) resolutions were taken.



Coordination of Council Legal Matters

In pursuit of her mandate, Council is required to institute legal proceedings against non-complying stakeholders while also defending claims or actions instituted against her. During the reporting financial year, Council was involved in six (6) legal matters; most of which dated back over the years. A total number of two (2) cases were presided on by the Magistrates Courts, two (2) by the Industrial Court, one (1) was heard by the High Court and one (1) by the Supreme Court. It must be noted that out of the six (6), one (1) was successfully concluded in favor of Council whilst the others were still pending at the close of the financial year under review. These cases included issues of illegal structures, non-payment of rates, industrial issues and other city regulation non-compliances.

Safety and Security Services

In an attempt to ensure safety and security of Council property and employees, Council continued with the implementation of the Manzini Crime Prevention Initiatives in partnership with different Manzini stakeholders. The Municipality facilitated twelve (12) crime prevention meetings and five (5) projects were initiated and implemented as part the crime prevention interventions. These are the Manzini Youth Business Summit, Crime Prevention Road Show, Clean-up campaigns, Manzini Youth Sjaiva Dance Group and two neighbourhood watch groups. A community police initiative was also established.

Community police workshop - a community police workshop was facilitated for twenty-six (26) community police members from six (6) municipal wards. The community police were further presented with basic working equipment including handcuffs, whistles and reflectors.

Neighborhood Watch groups - Two Neighborhood Watch structures were established at Helemisi and Coates Valley townships. These structures will assist the local communities curb and monitor the safety of residents by collaborating with Council and the Royal Eswatini Police Service (REPS).

2.3 Public Order and Nuisance Abatement Services

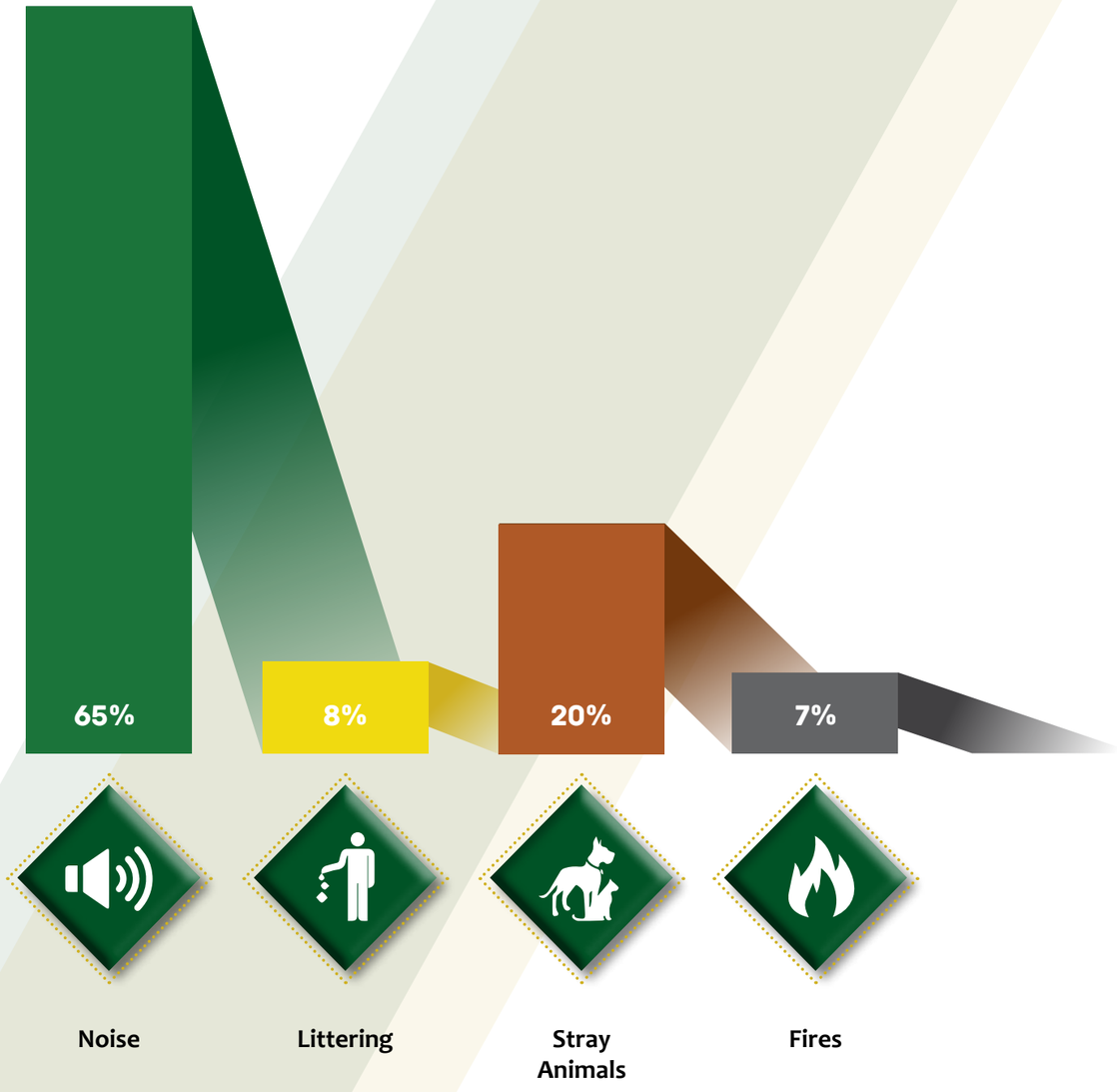
During the year under review, Council continued with the delivery of public order and nuisance abatement services throughout the city as guided by the Urban Government Regulations and other relevant national legislation. Kwekwe Security Rangers, a private security company, was contracted to do the job following an open tender process. A number of activities and interventions were implemented to ensure that public order and safety were maintained in the city. During the year under review focus was on illegal street trading, public disorder, littering, stray animals, drugs and other criminal activities.

TABLE 2.4
SHOWING PUBLIC ORDER & NUISANCE ABATEMENT ACTIVITIES

ACTIVITY	TRANSGRESSIONS & INTERVENTIONS
CONTROL OF STRAY ANIMALS FROM TOWNSHIPS	(306) stray cattle, (32) goats, (4) horses and (6) donkeys were impounded after being found grazing within the urban area. (101) stray dogs were removed from the city streets and townships
ILLEGAL TRADING CASES	(804) cases of illegal street vending were actioned, (57) of illegal motor mechanics and (239) of a criminal nature
NUISANCE CASES	(12) Cases of displaying wares in public places/ along walkways were reported and offend-ers fined. (67) Cases of public littering were reported and actioned.
CRIMINAL CASES	(17) Assault cases were reported and actioned. (24) Cases of possession of dagga and illegal cigarettes were also actioned. (11) theft cases were actioned especially at the Main Bus Rank.

2.5 COMPLAINTS
RESPONSE UPDATE

Complaints received as from April 2019 to March 2020 were 242 and the breakdown was as follows; Noise (164), Open Fire (19), Stray animals (50) and littering (19).



HUMAN RESOURCES ADMINISTRATION

The human capital portfolio is pursued through the Human Resources Section under the Corporate Services Department. The section ensures that the organization is appropriately staffed, employees are capacitated, empowered and well looked after in order to be able to deliver strategic objectives and quality services to stakeholders.

HIGHLIGHTS OF ACHIEVEMENTS

There were a number of human resources and administrative programmes implemented during the reporting year. These are highlighted below;

Organizational Transformation

The Municipality continued with the implementation of its Turn-Around Strategy (TAS) which is aimed at optimizing service delivery and improving the organization's capacity and efficiency to deliver quality services. This exercise is an organization wide change that seeks to alter the organizational structure, introduce efficient service delivery mechanisms, capacitate the workforce and establish sustainability of the Urban Local Government. The implementation of the TAS is still in progress. During the financial year under review, the following activities were undertaken;

- The Migration Plan from the old organizational structure into the new structure commenced. A total of (57) employees migrated into the new structure and signed employment contracts. The migration process is being rolled out through group stages; At the end of the financial year under review, the last and final group was still to be engaged.

- A Recruitment Plan was developed and during the year under review, 11 positions were advertised externally through local publications and internally through emails and noticeboards. Six (6) recruitments and engagements had been finalized and undergone an induction process at the end of the financial year under review.

- A total of ten (10) Joint Consultation Committee (JCC) meetings were coordinated during the year under review for purposes of presentation of the TAS reports by the Consultant and EXCO in line with the approved TAS programme.

- Change Management and Preparedness training sessions were facilitated for all employees and counselling sessions availed as a form of support to the turnaround process.

-

3.2 Quality Management System

Council continued with implementation of the Quality Management System (QMS) in an endeavour to optimize quality of service delivered to citizens. Through the QMS, the organization has clearly defined service delivery processes with improved turnaround times and has established a customer relationship management programme that has more platforms opened up for Stakeholder-Municipality interactions and feedback. Also, through the QMS employees have been trained and sensitized about the importance of being customer-centric and are urged to always aim for continual improvement in their service delivery processes.

During the reporting year, the Municipality was focusing on the maintenance of the ISO 9001:2015 Standard certification. The Municipality underwent a second surveillance audit conducted by TUV Rheinland, South Africa, wherein it was found to have a competent system with only twenty-six opportunities for improvement identified and was re-certified on the standard. The Municipality was invited to enter the local quality awards competition which was hosted by the Ministry of Commerce, Industry and Trade and won second prize in the Service-of-the-Year category under Large Enterprises. This was followed by participation in the Southern Africa Development Community (SADC) Quality Awards wherein the Municipality went further to obtain first prize in the Service-of-the-Year category under Large Enterprises.

3.3 Employee Wellness Programme

In an effort to ensure a healthy and balanced workforce in the organization, Council continued with implementation of its organizational health and wellness programme in line with the Municipal Wellness Policy. The Municipality continued to innovatively pursue and explore measures that sought to ensure a healthy workforce for improved service delivery. During the reporting year, the organization rolled out the following activities;

- Breast and Cervical Cancer Awareness - During the reporting period a breast and cervical cancer awareness session was held for all employees and a total of 107 employees attended the session. The session was meant to sensitise employees and raise awareness on reducing the stigma of breast and cervical cancer through education on symptoms and treatment.

- World Aids Day - During the reporting period the organization facilitated a World Aids Day commemoration awareness session for all employees. A total of 82 employees attended the session. The session was facilitated by Population Services International (PSI) and Aids Healthcare Foundation (AHF) Eswatini. The commemoration afforded an opportunity for the employees to unite in the fight against HIV/AIDS, show support for those who have been diagnosed and to remember those who have been lost to the disease. Furthermore, the session was meant to sensitise the employees on how to prevent contracting the disease.

- Men and Women's Indaba - During the reporting year separate men and women indaba sessions were facilitated for Council employees. A total of one hundred and sixty-three (163) male employees attended the men's indaba and fifty-three (53) women participated in the women's indaba. Both sessions received captivating motivational talk which touched on various aspects of life including psycho-social, financial and spiritual issues.

3.4 Sports and Other Physical Activities

As an affiliate of the Eswatini Inter-Municipal Games Association (ESIGA), Council participated in the annual local municipal games that took place in Pigg's Peak.

ESIGA GAMES

ESIGA games – during the reporting year, the section facilitated participation of the organization in the 2019 ESIGA games that were hosted by the Pigg's Peak Town Council. Eighty (80) employees participated in the various sporting disciplines which included soccer, netball, volleyball, table tennis, darts, pool and marathon. Manzini Municipality got first place trophies in netball, table tennis and marathon. The main objective behind these games is to keep the employees socially and mentally healthy as well as create team spirit. It also allows employees from the different municipalities to network and share ideas.





WELLNESS DAY

The Municipality in collaboration with Matsapha Municipality organized a joint wellness day for all their employees. The wellness day was aimed at sensitizing employees on the importance of wellness in the workplace and to encourage employees to take responsibility of themselves; physically, emotionally and psychologically. The wellness day featured different activities including physical and mental games. The games included athletics, aerobics, cross-fit exercises, soccer, Umlabalaba, cards, 30-seconds game, and other distressing activities. Fourteen (14) companies that deal with employees, directly or indirectly, were afforded an opportunity to market their products in the form of gazebo exhibitions. These included but were not limited to SwaziMed, University of Eswatini (UNESWA), Dups United Holdings, and Kusile Cooperative Society. Total participation was two hundred and seventeen (217) employees; with one hundred and sixty-seven (167) being from Manzini and fifty (50) from Matsapha Municipality.

3.6 Workforce Administration

The workforce administration function provides support to departments through human resource management and development; the end goal being optimum efficiency in service delivery.

3.6.1 Training and Development

The organization continues to enrich its employees by enrolling them in short term and medium term refresher courses that are aimed at capacitating them in their fields of work so to improve personal and organizational performance. The following training activities were undertaken during the year under review;



TABLE 3.6.1.1
SHOWING UNDERTAKEN TRAINING

COURSE	PARTICIPANTS
Employee Assistance Workshop	56
Trustees Induction Training	5
SHERQ Summit	1
Organizational Development Training	2
QMS Awareness refresher training	16
Global leadership summit	8
Customer Care Training	114
Fire warden and safety training	8
Roles Clarification for management	11
PMDS Refresher training	23

PUBLIC INFRASTRUCTURE SERVICES

The Municipality managed to deliver new infrastructure and infrastructure maintenance services through the Technical Services Department. The delivered infrastructure was guided by the 5-year Manzini Integrated Development Plan (IDP) which came into effect in 2012/13 and came to an end in 2018/19 financial year. During the period under review, the Municipality managed to upgrade a number of roads from gravel to bitumen status and was able to maintain a number of surfaced and unsurfaced roads in the city; in addition to improving efficiencies in operations.

4.0 HIGHLIGHTS OF ACHIEVEMENTS ON INFRASTRUCTURE SERVICES

For the period under review, Council managed to pursue and deliver numerous infrastructure-related programmes which included the initiatives highlighted below;

4.1 Fleet Replacement Programme

The procurement process for the purchase of a Vacuum Tanker, Skip Truck, Refuse Truck, Kombi and Road Marking Machine was successfully completed and the new branded vehicles delivered. The necessary training of municipal personnel on the operations of the equipment was conducted and all the equipment was operational by the end of the financial year.

4.2 Installation of Prepaid Electricity Meters at Manzini Market

This project was aimed at converting the electrical wiring system at the Manzini Market from a post-paid to a pre-paid system so that each and every rented stall would have its own pre-paid meter; resulting in the electricity costs being shifted from Council to the individual tenant. The objective was to reduce the overall Council electricity bill. This project was done in-house, completed and operationalized. Tenants are now paying for their own electricity consumption.

4.3 Engagement of a Civil Engineering Consultancy Firm for the Re-design of CBD Roads – Phase 1

This project is aimed at engaging registered civil engineering consultants to redesign selected Central Business District (CBD) roads for purposes of rehabilitation thereof; after having secured the necessary funds. The procurement process was completed and a consultant identified. The project was set to continue in the following financial year.

4.4 Installation of New Incinerator at Manzini Abattoir

This project entailed the procurement, installation and commissioning of a new incinerator at the Manzini Municipal Abattoir facility. Components of this project included the design and construction of the incinerator's structure, construction of the diesel fuel tank concrete platform, erection of its stand, mounting and plumbing of the diesel fuel tank and the construction of the incinerator ash storage pits. Specifications obtained from the incinerator supplier were used to design and prepare construction drawings. All construction works, the plumbing of the fuel system, incinerator commissioning and training by the supplier were completed. The incinerator is now fully operational.

4.5 Procurement and Installation of Soup Kitchens Concrete Fuel Saving Stoves

Fuel Saving Stoves were constructed and completed at the following Soup Kitchens (Social Centres), namely; Zakhele, Ngwane Park, Mangwaneni, Murray Camp, Masekweni, and Moneni. Specialist contractors were identified and construction material purchased and delivered. A Service Level Agreement was signed with REAESWA (Renewable Energy Association Eswatini) to start construction. Construction of shelters for the stoves will be implemented in the following financial year.

4.6 Rehabilitation of Pleasing Prospect Road and Extension of Villiers Street

The Municipality embarked on a project which entailed rehabilitation of Pleasing Prospect Road in Fairview, concrete surfacing of a portion of Donegal road and concrete surfacing of a portion of Villiers Street. Utility agencies were invited to a site meeting to identify their services with the view to avoid costs of relocation of services. Terms of Reference and specifications were prepared. A call for bidders was made and circulated to potential contractors. The procurement process was completed and the tender awarded to A.G. Thomas (Pty)



Ltd. Construction started in February 2020 and was still ongoing at the end of the financial year under review.

4.7 PPP for the Construction and Rehabilitation of City Roads and Bridges

This project entails sourcing of a private sector partner through open tender for purposes of forming a Public Private Partnership (PPP) with Council; whereby the partner would Finance, Design and Construct infrastructure on behalf of Council under agreed repayment arrangements over time. Terms of Reference were prepared and the Request for Proposals completed in readiness for advertising. This project includes construction of the Bosco Bridge which will connect with Springle Farm Road, the rehabilitation and strengthening of Southern Distributor Road, Mimosa Street, Tikhuba Street, Mhlakuvane Street, Ngwane Street, Nkoseluhlaza Street and reconstruction of the Abattoir Footbridge. The procurement process is now complete and the contractor has been awarded.

4.8 Reconstruction of Samuel Street Bridge

Project design details were reviewed and procurement documents produced. Engagement of contractors to bid for this project was completed and the procurement process was also completed. Contract award is expected to happen at the beginning of the next financial year.

4.9 Diamond Mesh (Veldspan) Fencing around Controlled Dumpsite

As an intermediate measure towards completion of the concrete palisade fencing for the Controlled Dumpsite, the issue of access control had to be addressed as a matter of urgency. A diamond mesh fence (veld span) was installed around the site in order to control access into the property and to trap flying debris (papers and plastics) that ultimately pollute the surrounding environment.

4.10 President Centre Vendor Shelter Prepaid Meters

This project was aimed at converting the electrical wiring system at the President Centre Vendor Shelter from a post-paid to a pre-paid system; the purpose being to ensure that stalls have their own pre-paid meter and the electricity cost shifted from Council to the tenants occupying the stalls. This project was done in-house, completed and operationalized. Tenants are now paying for their own electricity consumption.

4.11 Development of Phase 1 of the Manzini Autism Centre

This project entails the establishment of Phase 1 of the Autism and Respite Centre in Manzini. Construction of Phase 1 of the structure was completed and inspected by a number of Central Government agencies including Ministry of Housing and Urban Development, Ministry of Economic Planning and Development, Ministry of Finance and Ministry of Health. The building infrastructure is now ready for use.

4.12 Infrastructure Maintenance Programme

The infrastructure maintenance programme progressed during the reporting year amid increased demand due to various reasons. The programme covered roads infrastructure, clearing of overgrowth in public open spaces, maintenance of parks and cemeteries, storm water drain cleaning, Council fleet maintenance and management, buildings and electrical works. It is worth-noting that the increase in demand for maintenance was partly due to improvements in the communication mechanisms of Council. The customer feedback mechanisms have made it easy for residents to report their issues to Council using a newly introduced 24/7 Call Centre. Other service requests are received through the Municipality's social media space. Such new communication innovations have improved service delivery efficiencies between Council and her stakeholders.

THE FOLLOWING ACTIVITIES WERE ACHIEVED DURING **THE REPORTING PERIOD:**

SECTION	ACTIVITY	QUANTITY
PARKS	Overgrowth clearing	3,369,995 sqm
	Burials	100 graves
	Tree felling	209 trees
MAINTENANCE	Drain Cleaning	96 roads covered
	Road Marking	21 roads marked
	Road Patching	60 roads patched
	Road Grading	108 roads graded
ELECTRICAL	High Mast Lighting Repairs	26 faults
	Street Lighting Repairs	74 faults
	Traffic Lights Repairs	7 faults
	Council Buildings (repairs on staff houses, civic offices and public toilets)	23 faults

4.13 Processing of Buildings Applications

Council continued to process building applications as part of her mandate to facilitate development in the city. A number of building plans were received, scrutinized and either approved or denied. Reasons for denials were given and developers advised on recommended improvements. Council also continued to conduct inspection of buildings construction works so to ascertain that they were being carried out as per the approved building plans. The following table highlights approved and denied building plans;

TYPE OF DEVELOPMENT	No. OF APPROVED PLANS	ESTIMATED VALUE OF APPROVED PLANS (E)
Residential (main houses & units)	101	E 80 572 775
Commercial	43	E 79 802 300
Boundary wall	42	E 5 967 500
Public Buildings	4	E 3 344 000
Ablutions	3	E 0 750 000
Gazebo	1	E 0 063 000
Carport	3	E 0 560 000
TOTAL	**197**	**E 171 059 575**

URBAN PLANNING AND COMMUNITY DEVELOPMENT SERVICES

Urban planning and community development services are provided through Council's Community Services Department. The department's objectives are to promote, create, and coordinate urban development through policy and regulation whilst facilitating for development of human settlements.

5.0 HIGHLIGHTS OF ACHIEVEMENTS

Urban Development Planning

5.1.1 Processing of Special Consent Applications

Council managed to process twenty-three (23) special consent applications; which figure indicates a decrease from the previous financial year wherein twenty-nine (29) special consent applications were processed. All the applications were approved with conditions. Nine (9) of the submissions were guesthouse applications and renewals, six (6) were requests for additional dwelling units, four (4) were pre-schools, two (2) were carwash businesses and one (1) related to liquor restaurant establishment as well as a private clinic establishment.

5.1.2 Processing of rezoning applications

Council received two (2) rezoning applications. However, these were not processed because the Municipality had already been granted permission to review the Town Planning Scheme by the Ministry of Housing and Urban Development. The rezoning applications were handed over to the consultant that has been engaged to review the Scheme for further assessment and consideration during the Scheme review process.

5.1.3 Processing of Property Sub-Division Applications

Council received and processed eighteen (18) sub-division applications during the financial year under review. This reflects an increase from the eleven (11) applications that were received during the previous financial year. Ngwane Park Township/ Extension continued to record the highest number; with seven (7) applications. Six (6) of the sub-division applications were from farms within Manzini urban area and the rest from other townships within the Manzini urban boundary. It is worth-mentioning that the Municipality gives issues of sub-division of plots the necessary attention they deserve because they inform the densities of the area and also talk to availability of infrastructure.

5.1Human Settlement Development

Moneni Urban Development Project

The Department continued engaging the Ministry of Housing and Urban Development with the view to having it mediate tensions between Moneni and Lwandle chiefdoms; which tensions had resulted in a stall of the plot allocation process. To-date the Department managed to distribute one hundred and seven (107) letters of offer to Moneni residents out of the two hundred and eighty-six (286) allocated plots. The low turnout is caused by conflict between the Moneni leadership as well as the unfinished realignment project by the Surveyor General's Office. Out of the 107, a total of nineteen (19) have paid commitment fees, two (2) have paid the full amount and two (2) have paid the 20 percent required to acquire their lease agreements. A refresher workshop was held for Council officials and Moneni Steering Committee. The purpose was to remind members of their roles and responsibilities. The plot situation is as follows:

TOTAL PLOTS ALLOCATED	286
LETTERS DISTRIBUTED	107
E400 COMMITMENT FEE	19
20% PAYMENT	2
FULL PAYMENT	2

Mkhosi Township Development

The Municipality planned the Mkhosi Township development project with an aim to empower Emaswati into home ownership. The Municipality raised private and own-source funding amounting to E17 million to establish infrastructure services that delivered one hundred and five (105) residential plots. This marked Phase I of the Mkhosi Township development project. During the time of compiling this report, eighty-six (86) people had already paid-up for their allocated plots. It can be reported that some of the plot owners had already started submitting building applications. A few construction works had also commenced.



5.3 CITY ECONOMIC DEVELOPMENT

5.3.1 Local Economic Development (LED) programme

Council had planned initiatives that were aimed at developing Manzini city's economy through the Local Economic Development (LED) programme. The purpose of this programme was to facilitate economic development from the grassroots (community level) through a bottom-up approach aimed at improving the quality of life of the local citizens. The process of undertaking LED requires that Council coordinates and facilitates stakeholder engagements at the local level for purposes of planning towards economic growth stimulation, empowerment of the local people and making a contribution to poverty eradication. During the reporting period, the following activities were undertaken as part of the LED programme;

- **Flea Market** - The Municipal Council of Manzini managed to host a total of five (5) flea markets, of which four were hosted along Louw Street, between the Ngwane and Nkoseluhlaza streets, and the fifth was held at Somhlolo Park in partnership with the Manzini Regional Administration Office. A collective four hundred and twenty-two (422) small business people benefited from this activity; marking a decline from last financial year's over 650.

- **Street Vending Support –** World Fair Trade Day was hosted in collaboration with the Municipality's implementing partners in the empowerment of informal traders, i.e. Eswatini Fair Trade (ESWIFT) and the Ministry of Commerce Industry and Trade. The event was held at the Satellite Bus Rank where a total of over four hundred (400) handicraft business people participated.

- **Manzini Tourism Activation** - The Department managed to establish a series of activities which were aimed at re-invigorating Manzini's presence in the tourism sector. In September 2019 Council created visibility of the programme through a media launch that was held at The George Hotel. On the 6th November 2019, a Memorandum of Understanding (MOU) was signed between Council and the Eswatini Tourism Authority. The MOU is aimed at facilitating close collaboration and consultations on all matters of common interest towards promotion of tourism in Manzini. The event was marked by a series of presentations followed by a tour of Manzini tourism sites. It ended at a township shisanyama establishment for purposes of introducing the idea of township tourism. As part of the tourism activation programme, the Municipality in collaboration with Business Eswatini facilitated a lunch by the Honorable Minister of Finance and business sector stakeholders at the Manzini Main Market.

- **Sukuma Youth Entrepreneurship Programme** - Council managed to launch a Sukuma Youth Entrepreneurship Programme in two wards; these being Wards 3 and 4. During the year under review the Municipality sought to establish mechanisms for a rollout of a revolving fund, sensitize the youth on the fund requirements, train the youth on entrepreneurship and identify recipients of the first round of the fund. The guidelines for the fund were developed and adopted. A business sensitization session was held in the two wards on 14th and 15th August 2019 for wards 3 and 4, respectively. This was carried out in partnership with Junior Achievement and the Ministry of Commerce, Trade and Industry (CODEC, Licensing and Registration sections); the aim being to officially launch the fund and provide details to the youth on what would be expected of them in the event they benefitted from it. A total of seventeen (17) youths from both wards attended. Noteworthy is that the turnout from Ward 3 was extremely low, resulting in a second session being held. Furthermore, Council facilitated business training for twenty (20) youths through partnership with Eswatini Fair Trade (ESWIFT). The course content covered business plan development and entrepreneurship skills. The partner further took the youth on a learning excursion at Ngwenya Glass complex.

- **Youth Empowerment Programme (Imali Ngetibi Programme)** - The Department, in conjunction with Eswatini Fair Trade (ESWIFT), was able to introduce a youth recycling programme. The programme was funded by the Eswatini Environment Authority's Environmental Fund to the value of E100,000. The programme was given the name "Imali Ngetibi Programme". It is aimed at creating wealth out of waste. The Municipality has identified a total of twelve (12) participants for the programme; covering the different municipal wards. These participants have been capacitated with entrepreneurial skills and further provided with working premises, equipment and tools for the plastic recycling project.

- **Disability Socio-Demographic Study** - The Department managed to complete a survey covering eleven (11) of the twelve municipal wards; which survey was aimed at identifying the needs and locations of persons with disability in order to facilitate interventions. Data collectors began the exercise in July 2019. A total of one hundred and fifty-nine (159) persons with disability were covered; 61% being male and 39% female. The survey also revealed that a majority of persons with disability survived from Government Grants.

ENVIRONMENTAL HEALTH AND SOCIAL WELFARE SERVICES

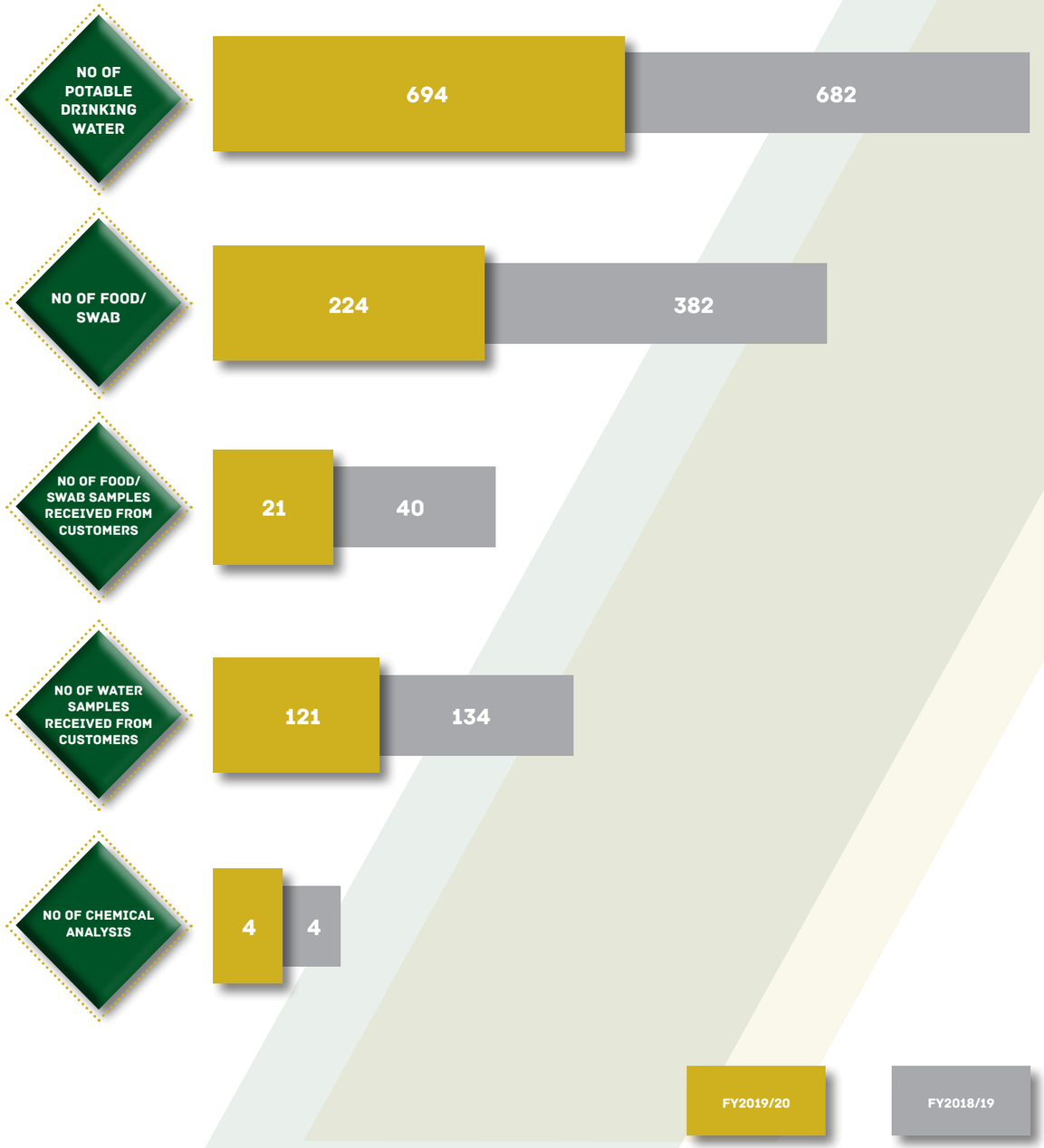
The Urban Local Government delivers environmental health and social welfare services through the Community Services Department. Through this function, Council is able to facilitate identification and control of hazards, sound environmental management, promotion and enhancement of public health and general social well-being of city residents.

HIGHLIGHTS OF ACHIEVEMENTS ON HEALTH AND ENVIRONMENTAL SERVICES

Laboratory Services

Council's laboratory continued to carry out inspection and monitoring of water and food (environmental tests) in order to promote public health within the urban area. During the financial year under review, borehole water within the urban area, piped water supplied by Eswatini Water Services Corporation as well as rivers that traverse the city were periodically monitored through water sampling and analysis. Council further provided services of microbiological analysis of food/swabs as well as analysis of water brought in by customers for testing and analysis. A total of six hundred and ninety-four (694) water samples were collected, tested and analysed. The results were acceptable during the time of sampling and testing. Pollution in the rivers that run across the city was also detected through chemical analysis. A total of four (4) samples were analysed for eleven (11) chemical parameters. The results were acceptable as there was no evidence of pollution detected during the time of testing and analysis. There were one hundred and twenty-one (121) water samples brought by customers for detection of pathogenic microorganisms in water. A total of two hundred and twenty-four (224) food swabs samples were collected, tested and analysed. Five (5) food establishments had evidence of contamination and action was taken on this matter. Notices were sent to the owners. There were twenty-one (21) food/swabs samples received from customers for enumeration of bacterial count.

COMPARATIVE GRAPH SHOWING **ANALYSED SAMPLES**



Accreditation of Council Laboratory

The Department commenced the process of facilitating and coordinating for the accreditation process of the Council laboratory on the ISO/IEC 17025 standard. The National Laboratory Association of Eswatini (N.L.A.E) was appointed for purposes of conducting internal audits on the standards. Furthermore, the Council laboratory was nominated by the Ministry of Commerce Industry and Trade under the Accreditation Focal Point for funding towards a consultant that would assist the Council laboratory in implementation a gap analysis on ISO/IEC 17025:2017 standard in preparation for the accreditation.

Food Safety and Sanitation

- Food Grading - A total of one hundred and ninety-eight (198) food outlets in the city have been graded accordingly. This shows an increase from the previous financial year wherein one hundred and seventy (170) were graded.

- Education and Awareness - During the year under review the Department managed to facilitate four (4) workshops that focused on food establishments. The main purpose was to sensitize owners to comply with food safety and hygiene requirements/standards as well as introduce food management systems in their respective businesses. A total of one hundred and fifty-eight (158) business people of Manzini participated.



- Food Hygiene Inspection - Council managed to conduct a total of one thousand three hundred and seventy-five (1,375) food hygiene inspections; a great increase from last financial year's five hundred and fifty- six (556). A total of three hundred and eighty-five (385) food outlets exhibited unhygienic conditions and written notices were served to owners in order to rectify conditions.

- Environmental Sanitation – Council further conducted one thousand two hundred and eight (1,208) inspections on non-food establishments. This shows an increase compared to the previous year's five hundred (500). A total of three hundred and fifty (350) properties were found to be unhygienic and served with compliance notices.

Issuance of Health Reports

Council managed to process a total of one hundred and fifty-four (154) health reports for new businesses and companies opening shop in the city; and this marks a decline when compared to the previous year's one hundred and sixty-six (166). The decrease can be attributed to the amendment of the trading license laws that excluded submission of a health report as part of the requirements for obtaining a trading license.

Controlled Dumpsite Management

Waste Collection and Disposal
During the financial year under review Council continued with the delivery of waste management services at the controlled dumpsite; which is managed through outsourced service providers. The activities highlighted below were carried out during the reporting period;

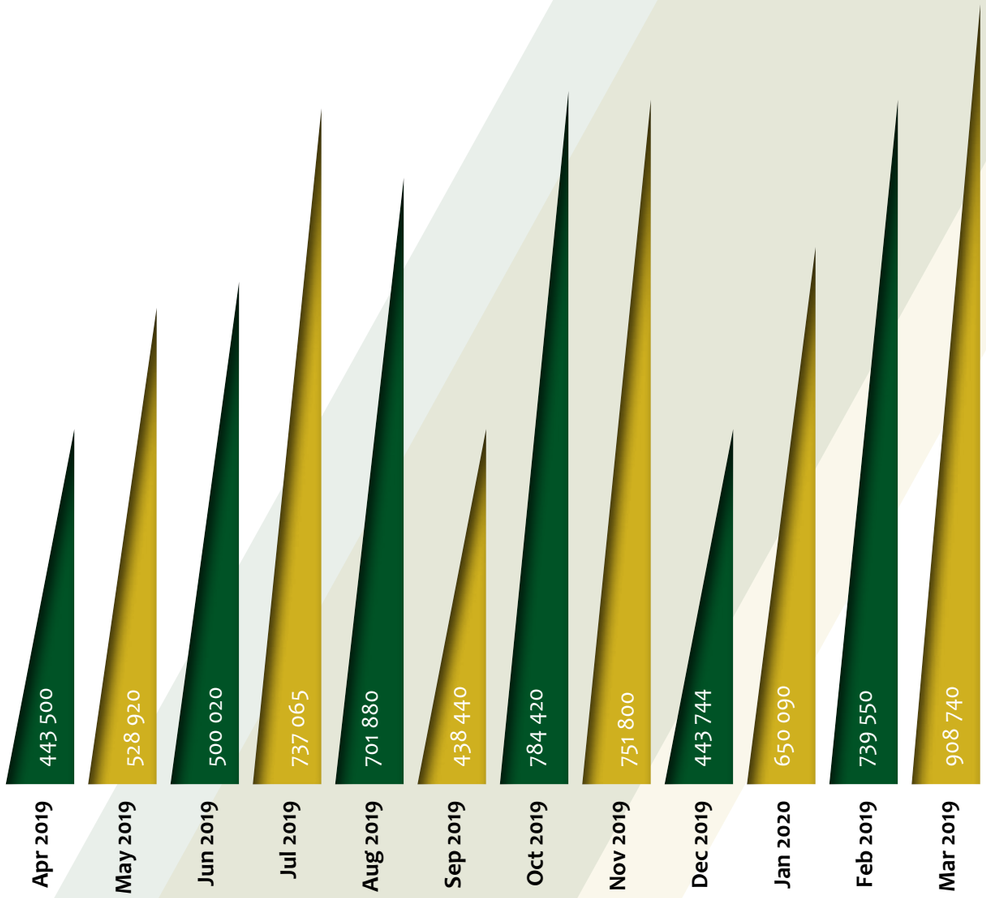
- Weighing of waste entering the site for appropriate monitoring and evaluation.

- Efficient waste covering and compacting in designated cells and special waste disposal cells.

- Management of recycling companies and processes within the premises as well as dust suppression during dry and windy weather. Litter control was also carried out.

- The controlled dumpsite received a total of 7,679.17 tonnes of waste which included general household waste, dead animals, building rubble and garden waste.

SHOWING WASTE QUANTITIES **DISPOSED AT THE CONTROLLED DUMPSITE**



Controlled Dumpsite Environmental Audit
The Municipality engaged the services of a private and independent environmental consultant for purposes of conducting an environmental compliance audit for the municipal controlled dumpsite and thereafter present findings, recommendations and/or action plan. The audit was aimed at ensuring the facility complied with the Eswatini Environment Authority legal requirements and other environmental legal frameworks such as the Swaziland Environment Act, 2002, Swaziland Environment Authority facility permits or licence as well as the Waste Management Regulations, 2000.

Overgrowth Control Services on Vacant Plots
In an effort to improve public convenience and safety within the city, Council conducted citywide inspections and identified three hundred and seven (307) private properties that had overgrown vegetation. This marks an over 100% increase when compared with the previous financial year's one hundred and seventeen (117). The property owners were served with written notices directing them to clear the vegetation for improved safety and neighbourliness with adjacent property owners. It must be mentioned, however, that Council continues to experience challenges regarding identification of some property owners due to unavailability of up-to-date contact information in the system.

Refuse Collection and City Cleanliness

During the year under review, Council continued with the collection of refuse in all the municipal wards. Whenever there was a breakdown in refuse collection vehicles, residents were notified in time through the use of a bulk SMS service and refuse collection continued for extended hours using backup plant. The day and evening street cleansing and refuse collection services were also efficiently carried out during the reporting period. Other efforts engaged towards city cleanliness were as indicated below;

- Clean-up Campaigns – In an effort to reinforce the routine cleaning schedule of the city and further educate the public on cleanliness, Council successfully conducted twenty-one (21) clean up campaigns in partnership with schools, churches, the private sector and Non-Governmental Organisations (NGOs). This indicates an increase when compared with the previous financial year's seventeen (17). The clean-up campaigns assisted the Municipality collect and dispose 89600kg (8.96 tonnes) of waste. During the clean-up campaigns the Municipality sensitized members of the public about good environmental practices such as Rethink your choice, Refuse single use, Reduce consumption, Reuse everything, Refurbish old stuff, Repair before you replace, Repurpose/Reinvent and Recycle.

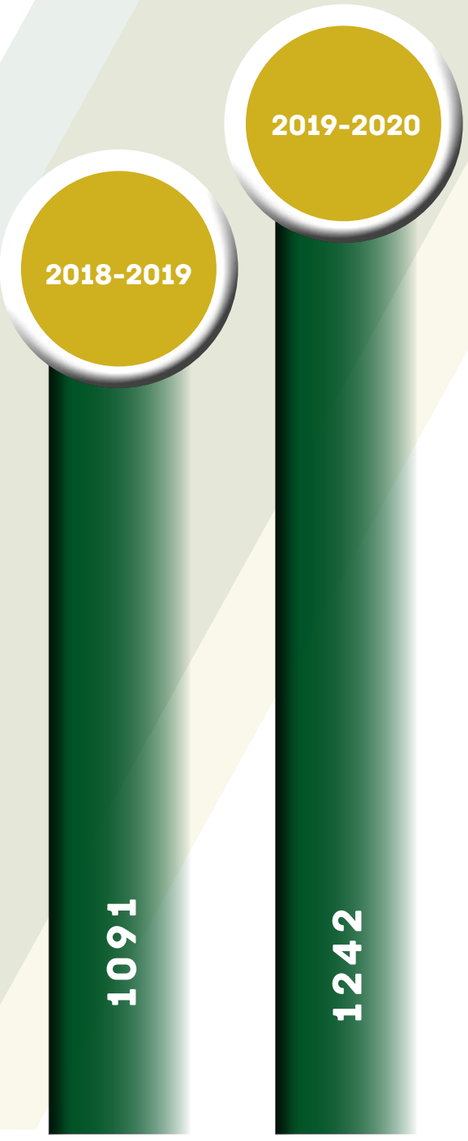


- Litter Warden Establishment and Training - The Municipality facilitated a workshop for all identified litter wardens on the 20th September 2019. Forty-nine (49) attendees were trained and these included ten (10) Royal Eswatini Police Service officers, twenty (20) security officers from Kwekwe Security Services, fifteen (15) Council officers and four (4) supervisors from the streets and bus ranks cleansing contractors. The litter wardens will assist with enforcement of the Waste Management Act with regard to taking punitive action against illegal waste disposal.

Pound Services

Through the municipal pound facility, Council impounded a total of one thousand, two hundred and forty-two (1,242) animals which mainly consisted of cattle, goats, donkeys and chickens; amongst others. This indicated an increase from one thousand and ninety-one (1,091) animals received last financial year.

QUANTITIES OF **HANDLED ANIMALS AT THE POUND**



World Environment Day Commemoration

Council managed to host the World Environment Day on the 5th July 2019. As part of the commemoration, trees were planted in thirty-three (33) schools under the theme: "Beating Air Pollution". Planting of trees helps curb air pollution and plays a major role in the reduction of global warming.

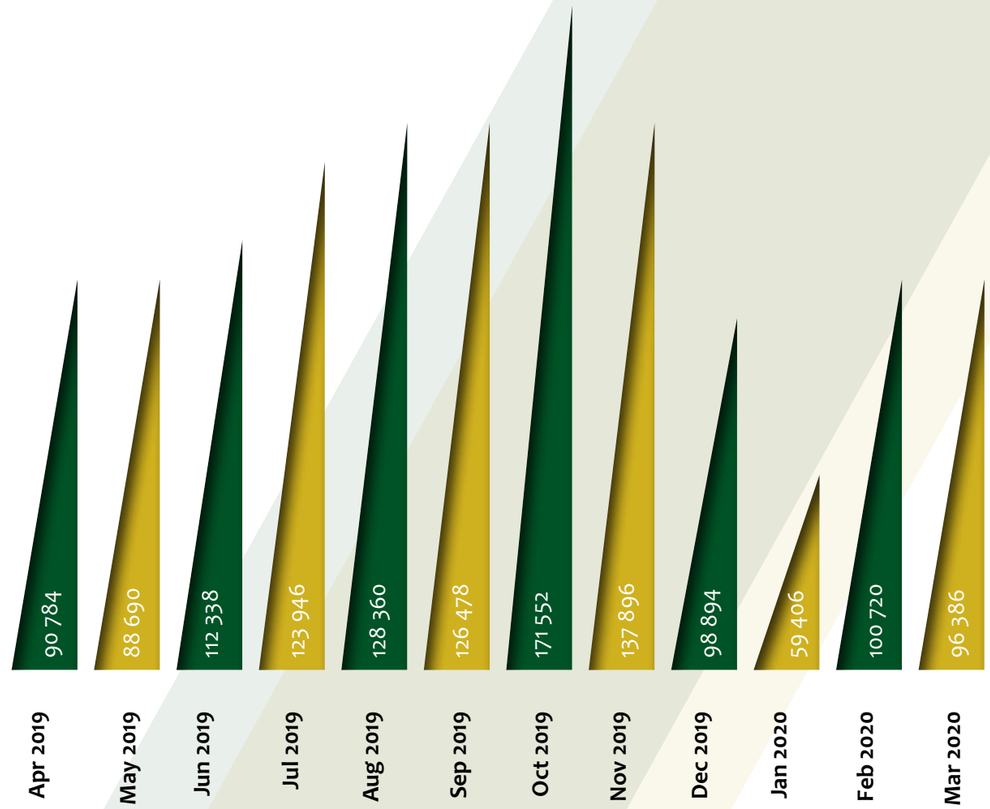


Health Care Services
Council continued with the provision of primary health care interventions at the Filter Clinic (located within the civic centre premises) and the LaMvelase Help Centre. The latter's focus is specifically on HIV/AIDS related illnesses. Focus was on providing a response to the HIV and AIDS pandemic as well as other contemporary diseases affecting the Manzini urban population and neighbouring communities. This service provides out-patient health care, growth monitoring for children, antenatal care, curative and non-communicable disease interventions, voluntary counselling and testing as well as breast cancer interventions. Council ensured consistent supply of medical drugs; and, as per the arrangement, a medical doctor visited the Filter Clinic twice a week, two hours per visit.

Voluntary Counselling and Testing
The Municipality continued to play a fundamental role in the fight against the spread of the HIV and AIDS scourge. Through the Voluntary Counseling and Testing (VCT) function, a total of 14 256 people were tested for HIV at the LaMvelase Help Centre.

Condom Distribution
A total of one million, three hundred and thirty-five, two hundred and fifty (1, 355, 250) condoms were distributed in strategic locations around the city throughout the period under review; which marks an increase from the previous financial year's distribution of eight hundred and eighty-five, four hundred and fifteen (885 415). This is one of the measures engaged by the Municipality to reduce the HIV and AIDS incidence rate within the city and curb the spread of Sexually Transmitted Infections (STIs).

STATISTICS SHOWING NUMBER OF **CONDOMS DISTRIBUTED PER MONTH**





Anti-Retroviral Therapy (ART) Services

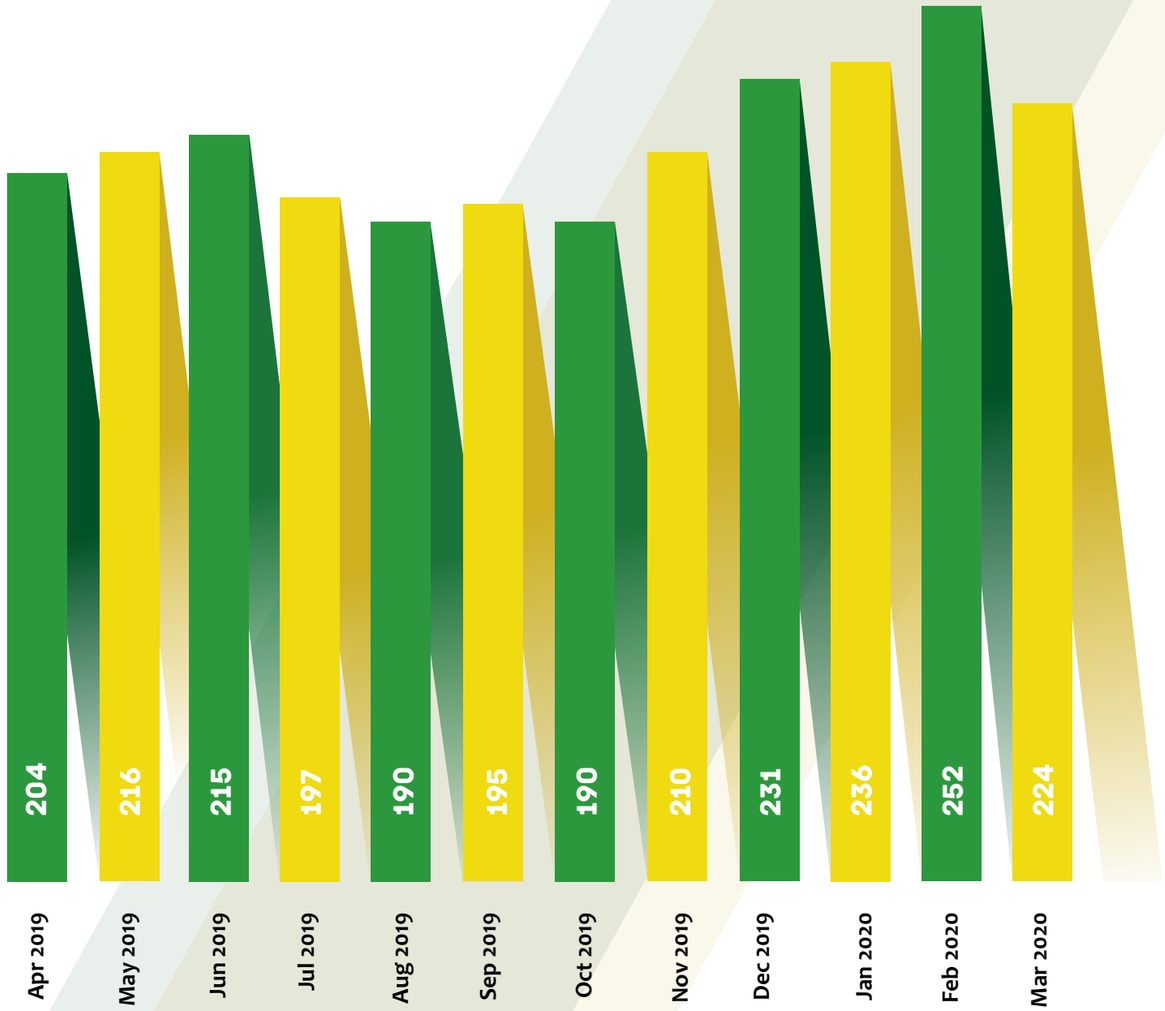
The LaMvelase Help Centre continued to provide Anti-Retroviral Therapy (ART) services and treatment of opportunistic infections to registered patients. New patients were also registered during the year under review; bringing the total number of people supported by the ART programme to sixteen thousand, five hundred and fifty-three (16 553); an increase from the previous year's fifteen thousand, one hundred and eighty nine (15,189).

Adult patients on ARVs	16 327
Children on ARVs	222
Total on ART	16 549
Total number of patients on pre ART register	4
Total number of patients on care at the Clinic	16 553

Prevention of Mother-To-Child Transmission of HIV and AIDS

The Prevention of Mother-to-Child Transmission (PMTCT) is a programme which utilizes a door-to-door approach to sensitizing the populace of the city on the Prevention of Mother-To-Child Transmission of the HI-Virus. A total of two thousand five hundred and fourteen (2, 514) people were visited through the door to door exercise by community volunteers. This activity included VCT promotion, PMTCT Education and referral for PMTCT and health services.

SHOWING PMTCT PROGRAMME ACTIVITIES



In-School Youth Peer Education Programme
The Youth Peer Education programme is an initiative that is being carried out under the HIV and AIDS prevention thematic area; aimed at empowering young people on HIV and AIDS issues. Activities for the youth programme during the year under review included health talks, life-skills education and sporting activities. During the reporting year, four thousand and thirty-two (4, 032) young people were reached and this reflects a sharp increase compared to the previous financial year's one thousand, two hundred and seventy (1, 270).

This is attributed to the AIDS Healthcare Foundation (AHF) grant provided to the programme; which enabled a wide coverage through the placement of additional youth volunteers. These volunteers were paid.



6 Social Services
Children's Welfare – The Municipality is committed to providing Early Childhood Care and Development (ECCD) services for all children in the eight (8) Social Centres (popularly referred to as Care Points) within the city. During the year under review, Council facilitated for the enrolment of two hundred and forty (240) children on a pre-school programme provided in the eight (8) Social Centres. One hundred and thirty-one (131) children graduated in readiness for mainstream education. Council also continued providing food to approximately one thousand three hundred and ninety (1,390) children in all the social centres.

Social Responsibility – The Municipality procured food amounting to approximately fifty thousand Emalangeni (E50 000) and distributed it equally to all eight (8) Social Centres. Moreover, a total of eighty (80) grocery hampers were distributed to all programme volunteers as Christmas gifts. It is worth-noting that all the volunteers are unemployed women and men that provide community service throughout the year without pay.



FINANCIAL ACTIVITIES

HIGHLIGHTS OF ACHIEVEMENTS

The following highlights strategic financial activities that were carried out by the organisation during the reporting year.

RATES REVENUE

Rates Revenue for the 2019/2020 financial year remained comparable to the previous year as there was no increase in rates tariff applied during the year under review. Collection during the 2019/2020 financial year was somehow below expectation as about 83% of the budgeted amount was collected from current rates. Council received over 50% of Government rates due for the year; resulting in an increase in arrear rates by over 15% year-on-year. Council continued to maximize the use of Real Pay Debit Order platform (which is linked to the FNB collection Account), Standard bank account, and the MTN Mobile Money payment platforms for the payment of services offered.

OTHER INCOME

Other income increased by over 30% during the reporting year when compared to the previous year. The increase of about E1.9 million was mainly attributable to an increase in service fees. Charges for toilet usage increased from E0.50 to E0.70 and such resulted in an E0.4 million increase in toilet fees. Clinic fees also increased by E0.2 million. The Municipality also received insurance claims of E0.5 million during the year under review as well as proceeds of E0.4 million from the disposal of assets. The Municipality further experienced an increase of E0.4 million in revenue from licences, permits and signs & encroachments.

GRANTS AND SUBVENTION

Grants and subvention significantly declined during the financial year under review by over 65%. The significant decline was as a result of no grant received towards the construction of roads in the current year yet in the previous year the Municipality had received over E9 million towards the construction of Springle farm road (E5.5 million), Mkhosi Township (E1.9 million) and the rehabilitation of D98, Ngwane Park main road and two (2) streets in Zakhele (E1.6 million).

EXPENDITURE ANALYSIS

Total expenditure for the reporting year dropped by 13.2% when compared to the previous year. Below are highlights relating to expenditure for the financial year?

- **Bad debts** – There was an increase in bad and doubtful debts during the year which is attributable to addition in the provision of E6.6 million which was raised during the year to cater for uncollectible amounts. The provision for doubtful debts increased from E21.7 million in the previous year to E28.3 million during the reporting year.

- **Establishment costs** – Council experienced an increase in costs compared to the previous year. Maintenance costs increased by E0.7 million, vehicle usage increased by E0.3 million, travelling costs increased by E0.8 million, subscription and insurance increased by E0.4 million.

- **Special expenditure** - Special expenditure dropped during the reporting year. Worth-noting is that the Municipality incurred E2.6 million worth of special expenditure in the previous year due to hosting of the 50/50 double celebration which was not incurred during the reporting year. Moreover, there were reductions in turnaround strategy and change management costs (E1.1 million), legal and professional fees (E0.3 million) and training (E0.3 million).

BUDGET POLICY

Implementation

The budgeting process was initiated timeously during the financial year under review in line with the Council's budgeting policy. A budget paper was put together to give guidance to the preparation of the 2020/2021 budget estimates by departments. The budget approval process was carried out as per the provisions of the Urban Government Act, 1969. A participatory budget approach was utilized wherein stakeholders were engaged during the budget preparatory stage. The budget estimates were adopted by Council and presented to the Ministry of Housing and Urban Development for approval.

GENERAL VALUATION

A General Valuation exercise was undertaken during the financial year under review and a draft valuation roll received from the Valuers. Valuation notices were issued to all property owners and the Valuation Court was expected to sit during the following financial year.

REVENUE ENHANCEMENT STRATEGY

The Revenue Enhancement Strategy was reviewed during the reporting year; taking into consideration three (3) new payment initiatives and platforms to be employed by Council in a quest to boost her rates collection drive. Through continuous environmental scanning, the strategy was constantly being revised on a quarterly basis in order to adapt to the prevailing economic situation in the country.

FINANCIAL POLICIES REVIEW & IMPLEMENTATION

A number of financial policies were reviewed during the reporting year. These included: Cash handling procedure and cash handling policy, Cash Management and Debtors Management Policy as well as the Asset Management Policy.

ANNUAL FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

MUNICIPAL COUNCIL OF
MANZINI

MUNICIPAL COUNCIL OF MANZINI

CIVIC OFFICES
Ngwane Street, Manzini
P.O. Box 418, Manzini
M200, Swaziland
Tel: 2505 2481/2/4
Fax: 2505 3992

All correspondence to be addressed to:
TOWN CLERK/CHIEF EXECUTIVE OFFICER

Her Worship The Mayor and Honorable Councilors,

FINAL ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

I have the pleasure to submit final accounts for the year ended 31 March 2020 together with the auditor's report for your consideration.

May I express my sincere appreciation to our auditors for their hard work and co-operation.

Yours faithfully,

M.L MAMBA
(DIRECTOR FINANCE)

STATEMENT OF COUNCILORS' RESPONSIBILITY

FOR THE YEAR ENDED 31 MARCH 2020

The Councilors are responsible for the preparation, integrity and fair presentation of the financial statements of the Municipal Council of Manzini. The financial statements presented on pages 11 to 37 have been prepared in accordance with Section 102 (3) of the Urban Government Act of 1969 and include amounts based on judgments and estimates made by management.

The Councilors are also responsible for the Council's system of internal financial control. These are designed to provide reasonable, but not absolute assurance as to the reliability of the financial statements, and to adequately safeguard, verify and maintain accountability of the assets, and to prevent and detect misstatement and loss. Nothing has come to the attention of the Councilors to indicate that any material breakdown in the functioning of these controls, procedures and systems has occurred during the year under review.

The going concern basis has been adopted in preparing the financial statements. The Councilors have no reason to believe that the Council will not be a going concern in the foreseeable future based on forecasts and available cash resources. These financial statements support the viability of the Council.

The financial statements have been audited by independent auditors, PricewaterhouseCoopers, which was given unrestricted access to all financial records and related data, including minutes of all meetings of the Councilors and other committees. The Councilors believe that all representations made to the independent auditors during their audit are valid and appropriate.

The audit report of PricewaterhouseCoopers is presented on pages 3 to 5. The financial statements were approved by Councilors and are signed on their behalf by:

DIRECTOR FINANCE	14 - 09 - 2020 **DATE**
CHIEF EXECUTIVE OFFICER	14 - 09 - 2020 **DATE**
MAYOR	14/09/2020 **DATE**

pwc

Independent auditor's report

To the Councilors of the Municipal Council of Manzini

Our opinion

In our opinion, the financial statements of the Municipal Council of Manzini (the Council) for the year ended 31 March 2020 are prepared, in all material respects, in accordance with the basis of accounting described in note 2 to the financial statements and the requirements of the Urban Government Act 1969.

What we have audited

The Municipal Council of Manzini's financial statements set out on pages 11 to 37 comprise:

- the statement of financial position sheet as at 31 March 2020;
- the statement of revenue funds for the year then ended;
- the statement of changes in equity for the year then ended;
- the statement of cash flows for the year then ended; and
- the notes to the financial statements, which include a summary of significant accounting policies.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We are independent of the Council in accordance with the International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code) issued by the International Ethics Standards Board for Accountants and other independence requirements applicable to performing audits of financial statements in Eswatini. We have fulfilled our other ethical responsibilities in accordance with the IESBA Code and other ethical requirements applicable to performing audits of financial statements in Eswatini

Emphasis of matter –Basis of accounting

We draw attention to note 2 to the financial statements, which describes the basis of accounting. The financial statements are prepared in accordance with the Council's own accounting policies to satisfy the financial information needs of the Council's members. As a result, the financial statements may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Other information

The Councilors are responsible for the other information. The other information obtained at the date of this auditor's report comprises the information included in the document titled "Municipal Council of Manzini Annual Financial Statements for the year ended 31 March 2020". The other information does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information that we obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Councilors for the financial statements

The Councilors are responsible for the preparation of the financial statements in accordance with the basis of accounting described in note 2 to the financial statements and the requirements of the Urban Government Act 1969, for determining that the basis of preparation is acceptable in the circumstances and for such internal control as the Councilors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Councilors are responsible for assessing the Council's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Councilors either intend to liquidate the Council or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Council's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Councilors.
- Conclude on the appropriateness of the Councilors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Council's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Council to cease to continue as a going concern.

We communicate with the Councilors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

PricewaterhouseCoopers
Partner: Makhosazana Mhlanga
Registered Auditor
P.O. Box 569
Mbabane
Date: 29 September 2020

COUNCILORS' REPORT

for the year ended 31 March 2020

The Councilors have pleasure in presenting their report and audited financial statements of the Municipal Council of Manzini for the year ended 31 March 2020.

NATURE OF BUSINESS

The Urban Government Act number 8 of 1969 provides the Council's functionality and mandate. Council has a responsibility to:

- Control, manage and administer the municipality;
- Maintain and cleanse all public streets and open spaces vested in the Council or committed to its management;
- Abate all public nuisances;
- Safeguard public health & safety and provide sanitary services for removal and disposal of night soil, rubbish, carcasses of dead animals and all kinds of refuse;
- Establish or take over and maintain, subject to the extent of its resources, any public utility service which is authorized or required to maintain under any law and which is required for the welfare, comfort and convenience of the public;
- Develop, control and manage any land vested in, owned or leased by the Council;
- Establish or take over and administer, subject to the extent of its resources, housing schemes for the inhabitants of the municipality; and
- Generally promote the public health & safety, welfare and convenience, and the development, of sanitation and amenities of the Municipality.

OPERATING AND FINANCIAL REVIEW

There is an urgent need for improvement in rates collection in order to finance capital projects. Loans are available but the constraint still remains the funds for repayment.

EVENTS SUBSEQUENT TO STATEMENT OF FINANCIAL POSITION DATE

The Councilors are aware of the extension of the national lockdown which was enforced before year end in response to the novel coronavirus pandemic. There was no material effect to these financial statements and no adjustments required in respect of the event. The Councilors are not aware of any other material event which occurred after the reporting date and up to the date of this report.

GOING CONCERN

The Councilors believe that the Council has adequate financial resources to continue in operation for the foreseeable future and accordingly the annual financial statements have been prepared on a going concern basis. The Councilors have satisfied themselves that the Council is in a sound financial position and that it has access to sufficient borrowing facilities to meet its foreseeable cash requirements. The Councilors are aware of the pending changes to legislation which may affect the Council. The Public Finance Management Act prohibits the Council from having debt with any financial institution and overdrawing its bank accounts. The Financial Regulations to the Act are still pending approval. The Councilors are also not aware of any material non-compliance with statutory or regulatory requirements.

Management has assessed the impact of COVID19 with regards to the going concern of the Council as well as IAS 10 Events after the reporting period that may need to be disclosed. The services offered by the Council have been seen as essential services throughout any lockdowns which has enabled the Council to maintain operating during the height of lockdowns. As such, management is of the opinion that there is no impact on the going concern of the Council and there are no events after the reporting period that need to be highlighted as a result of COVID19.

COUNCILORS

Councilors who served during the year under review were as follows:

MAYOR	: J. SHIBA	MEMBERS	: B. SHONGWE
			: S. BHEMBE
			: M. VILANE
			: S. NKABINDE
			: M. MABUZA
			: S. NYAWENI
			: W. DLAMINI
			: H. KUNENE
			: Q. ELS
			: K. DLAMINI
			: S. MASUKU

CHIEF OFFICERS

CHIEF EXECUTIVE OFFICER	: L.P. DLAMINI
DIRECTOR COMMUNITY SERVICES	: Z MAPHANGA
DIRECTOR TECHNICAL SERVICES	: M. D. DLAMINI
DIRECTOR FINANCE	: M. MAMBA
DIRECTOR CORPORATE SERVICES	: S. DLAMINI (Acting)

REGISTERED BUSINESS OFFICE AND ADDRESS

MUNICIPAL COUNCIL OF MANZINI

Postal address
PO Box 418
Manzini

M200
Eswatini

Physical address
Civic Offices
Ngwane & Nkoseluhlaza Streets Opp.
Waste Centre
Manzini
Eswatini

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H100
Eswatini

Physical Address
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Gwamile Street, Swazi Docex 5
Mbabane
Eswatini

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Sikhulile House
Manzini
Eswatini

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Manzini
Eswatini

S.V MDLADLA & ASSOCIATES

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Eswatini

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Eswatini

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Physical address
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Eswatini

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M200
Eswatini

Physical address
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Manzini
Eswatini

STANDARD BANK ESWATINI LIMITED

Postal address
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Manzini
M200
Eswatini

Physical address
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Manzini
Eswatini

STANLIB ESWATINI

Postal address
Stanlib Eswatini
P O Box A294
Swazi Plaza, Mbabane
Eswatini

Physical address
2nd floor
Mbabane Office Park
Mbabane
Eswatini

FIRST NATIONAL BANK OF ESWATINI

Postal address
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P O Box 645
Manzini
M200
Eswatini

Physical address
Nkoseluhlaza Street
Makabongwe House
Manzini
Eswatini

MUNICIPAL COUNCIL OF MANZINI

STATEMENT OF REVENUE FUNDS
for the year ended 31 March 2020

	Note	**2020 E**	2019 E
Revenue	1	**82 171 990**	81 580 270
Other operating income	2	**8 183 257**	6 271 199
Government grants and subvention	2.1	**4 652 145**	13 320 546
Operating income		**95 007 392**	101 172 015
Operating expenditure	3	**(73 003 586)**	(84 136 099)
Operating surplus		**22 003 806**	17 035 916
Finance costs – net	4	**(4 334 750)**	(4 921 913)
Finance income	4	**175 710**	291 671
Finance costs	4	**(4 510 460)**	(5 213 584)
Surplus for the year		**17 669 056**	12 114 003

MUNICIPAL COUNCIL OF MANZINI

STATEMENT OF FINANCIAL POSITION
at 31 March 2020

	Notes	**2020 E**	2019 E
ASSETS			
Non-current assets			
Property, plant and equipment	6	**281 418 803**	274 802 780
Current assets			
Inventories	7	**179 140**	386 924
Rates and other receivables	8	**66 670 122**	56 662 447
Cash and cash equivalents	9	**586 370**	8 672 148
		67 435 632	65 721 519
Total assets		**348 854 435**	340 524 299
EQUITY			
Capital and reserves attributable to the Council			
Accumulated surplus		**285 578 449**	267 909 393
LIABILITIES			
Non-current liabilities			
Borrowings	10	**13 695 113**	24 282 126
Current liabilities			
Bank overdraft	9	**9 967 408**	10 068 284
Short term portion of borrowings	10	**19 737 597**	15 873 658
Trust funds	11	**810 834**	810 834
Trade and other payables	12	**14 185 622**	14 566 624
Provisions for other liabilities and charges	14	**3 917 942**	5 077 165
Deferred Grant Income	15	**961 470**	1 936 215
		49 580 873	48 332 780
Total liabilities		**63 275 986**	72 614 906
Total equity and liabilities		**348 854 435**	340 524 299

MUNICIPAL COUNCIL OF MANZINI

STATEMENT OF CHANGES IN EQUITY
for the year ended 31 March 2020

	Accumulated Surplus E	Total E
Balance at 01 April 2019	**267 909 393**	**267 909 393**
Surplus for the year	**17 669 056**	**17 669 056**
Balance at 31 March 2020	**285 578 449**	**285 578 449**
Balance at 01 April 2018	255 795 390	255 795 390
Surplus for the year	12 114 003	12 114 003
Balance at 31 March 2019	267 909 393	267 909 393

MUNICIPAL COUNCIL OF MANZINI

STATEMENT OF CASH FLOWS
for the year ended 31 March 2020

	Notes	**2020 E**	2019 E
Cash flow from operating activities			
Cash generated in operations	13.1	**11 058 328**	2 486 619
Interest received	4	**175 710**	291 671
Interest paid	4	**(4 510 460)**	(5 213 584)
Net cash generated from / (utilized in)operating activities		**6 723 578**	(2 435 294)
Cash flows from investing activities			
Purchase of property, plant and equipment	6	**(7 985 404)**	(14 081 882)
Net cash utilized in investing activities		**(7 985 404)**	(14 081 882)
Cash flows from financing activities			
Government subvention for capital projects received		**-**	3 829 985
Loan repayment		**(12 311 473)**	(9 824 614)
Loan raised		**5 588 397**	20 000 000
Trust funds received / (utilized)-net		**-**	(3 179 842)
Net cash (utilized in) / generated from financing activities		**(6 723 076)**	10 825 529
Net movement in cash, cash equivalents and bank overdraft		**(7 984 902)**	(5 691 647)
Movement in cash and cash equivalents			
Cash, cash equivalent and bank overdraft at beginning of year		**(1 396 136)**	4 295 511
Net movement in cash, cash equivalents and bank overdraft		**(7 984 902)**	(5 691 647)
Cash, cash equivalent and bank overdraft at end of year	9	**(9 381 038)**	(1 396 136)

MUNICIPAL COUNCIL OF MANZINI

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
for the year ended 31 March 2020

1 General Information

The Urban Government Act number 8 of 1969 provides the Council's functionality and mandate. Council has a responsibility to:

- Control, manage and administer the municipality;
- Maintain and cleanse all public streets and open spaces vested in the Council or committed to its management;
- Abate all public nuisances;
- Safeguard public health & safety and provide sanitary services for removal and disposal of night soil, rubbish, carcasses of dead animals and all kinds of refuse;
- Establish or take over and maintain, subject to the extent of its resources, any public utility service which is authorized or required to maintain under any law and which is required for the welfare, comfort and convenience of the public;
- Develop, control and manage any land vested in, owned or leased by the Council;
- Establish or take over and administer, subject to the extent of its resources, housing schemes for the inhabitants of the municipality; and
- Generally promote the public health & safety, welfare and convenience, and the development, of sanitation and amenities of the Municipality.

The audited financial statements include the statement of financial position, statement of revenue fund, statement of cash flows and related notes. These financial statements have been approved and authorised for issue by the Councilors.

2 Summary of significant accounting policies

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Basis of preparation

The financial statements have been prepared in accordance with Section 33 of the Urban Government Financial Regulations Act of 1969. The financial statements have been prepared under the historical cost convention as modified by the revaluation of land and buildings and financial assets and financial liabilities held-for-trading.

Basis of preparation (continued)

The preparation of financial statements in conformity with generally accepted accounting principles requires the use of estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Although these estimates are based on management's best knowledge of current events and actions, actual results ultimately may differ from those estimates.

Capital outlays (Property, plant and equipment)

Capital outlays are stated at historical cost in the statement of financial position. It is not the policy of the Council to carry out revaluations of its land and buildings.

Apart from advances from various Council funds and external loans, assets are also acquired through appropriations from revenue, where the full cost of the asset forms an immediate and direct charge against revenues of the Council. An amount equivalent to the full cost of the asset is then transferred from the income and expenditure account to the revenue contribution to capital outlay account, which is classified under capital discharged in the statement of financial position.

Leased assets

Leases of property, plant and equipment where the Council has substantially all the risks and rewards of ownership are classified as finance leases. Finance leases are capitalised at the inception of the lease at the lower of the fair value of the leased property or the present value of the minimum lease payments. Each lease payment is allocated between the liability and finance charges so as to achieve a constant rate on the finance balance outstanding. The corresponding rental obligations, net of finance charges, are included in other long-term payables. The interest element of the finance cost is charged to the income statement over the lease period so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period.

Leases where a significant portion of the risks and rewards of ownership are retained by the lessor are classified as operating leases. Payments made under operating leases (net of any incentives received from the lessor) are charged to the income statement on a straight-line basis over the period of the lease.

Inventories

Inventories are stated at cost. Cost is determined using the weighted average method.

Trade receivables

Trade receivables are carried at original invoice amount less provision made for impairment of these receivables. A provision for impairment of trade receivables is established when there is objective evidence that the Council will not be able to collect all amounts due according to the original terms of receivables. The amount of the provision is the difference between the carrying amount and the recoverable amount, being the present value of expected cash flows, discounted at the market rate of interest for similar borrowers.

Cash and cash equivalents

Cash and cash equivalents includes cash in hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the statement of financial position.

Borrowings

Borrowings are recognised initially at the proceeds received, net of transaction costs incurred. Borrowings are subsequently stated at amortised cost using the effective yield method; any difference between proceeds (net of transaction costs) and the redemption value is recognised in the income statement over the period of the borrowings.

When loans are repaid, the loan repayments are directly charged to the revenues of the Council and a transfer equivalent to the amount of the loan is made from the loan account to the loans redeemed. The balance on the loans redeemed account is classified under capital discharged in the Statement of financial position.

Employee benefits

For defined contribution plans, the Council pays contributions to publicly or privately administered pension insurance plans on a mandatory, contractual or voluntary basis. Once the contributions have been paid, the Council has got no further payment obligations. The regular contributions constitute net periodic costs for the year in which they are due and as such are included in staff costs.

1. Contract gratuity
This provision is in respect of management employed on a contract basis and is computed at 25% of their basic pay each month for the duration of each contract.

2. Bonus
The provision is calculated as per the PMDS bonus policy procedures and is payable to all employees based on their performance scores and discretion of the Council.

MUNICIPAL COUNCIL OF MANZINI

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)
for the year ended 31 March 2020

Government grants

Grants from the government are recognised at their fair value when the grant is received, and the Council complies with all attached conditions.

Government grant for carrying out the capital project are not netted off against the cost of the capital projects but are instead accumulated in a capital grants received account which is classified under capital discharged in the Statement of financial position.

Government rates revenue received in respect of rates are offset against Government revenue debtors.

Other government revenue grants received are credited to the respective recipient votes.

Liabilities and provisions

The Council recognises liabilities, including provisions, when:

- it has a present legal or constructive obligation as a result of past events, and
- it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation, and
- a reliable estimate of the amount of the obligation can be made.

Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of the obligation as a whole. A provision is recognised even if the likelihood of an outflow with respect to any one item, included in the same class of obligations may be small.

Contingent liabilities
The Council discloses a contingent liability where:

- it has a possible obligation arising from past events, the existence of which will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the enterprise, or
- it is not probable that an outflow of resources will be required to settle an obligation, or
- the amount of the obligation cannot be measured with sufficient reliability.

Revenue recognition

Rates income is recorded on all ratable properties of the Council. The figures are extracted from both master valuation roll and amended from time to time when supplementary valuation roll is prepared.

Interest income is recognised on a time proportion basis, taking account of the principal outstanding and the effective rate over the period to maturity, when it is determined that such income will accrue to the Council.

Related Parties

Parties with common interest to the Council are regarded as related parties.

In considering each possible related-party relationship, attention is directed to the substance of the relationship and not merely the legal form.

If there have been transactions between related parties, the Council shall disclose the nature of the related party relationship as well as the following information for each related party relationship:

- The amount of the transactions;
- The amount of outstanding balances;
- Their terms and conditions, including whether they are secured, and the nature of the consideration to be provided in the settlement;
- Details of guarantees given or received;
- Provisions for doubtful debts related to the amount of outstanding balances; and
- The expense recognised during the year in respect of bad or doubtful debts due from related parties.

3. Financial risk management

Financial risk factors

The Council's activities expose it to a variety of financial risks, including the effects of changes in debt and equity market prices, foreign currency exchange rates and interest rates. The Council's overall risk management programme focuses on the unpredictability of financial markets and seeks to minimise potential adverse effects on the financial performance of the Council.

Risk management is carried out by management under policies approved by the Councilors. Management identifies, evaluates and hedges financial risks in close co-operation with the Councils operating units. The Councilors provide written principles for overall risk management, as well as written policies covering specific areas, such as foreign exchange risk, interest rate risk, credit risk, and investing excess liquidity.

Financial risk factors

(a) Market risk

Market risk includes currency risk, interest rate risk and equity price risk. From time to time derivative financial instruments maybe entered into to reduce this exposure to market risk.

3. Financial risk management (continued)

Financial risk factors *(continued)*

(a) Market risk *(continued)*

(i) Price risk

Other price risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate as a result of changes in market prices (other than those arising from interest rate risk or currency risk), whether those changes are caused by factors specific to the individual financial instrument or its issuer, or factors affecting all similar financial instruments traded in the market.

As at 31 March 2020, the Council was not exposed to price risk.

(ii) Foreign exchange risk

Foreign currency exchange risk is the risk that the financial instruments that are denominated in foreign currency will fluctuate due to changes in changes in foreign exchange rates.

The Council is not exposed to currency risk at the reporting date as they were no financial instruments that are denominated in foreign currency.

In terms of section 2.5 of the Eswatini Government - World Bank Subsidiary Loan Agreement all fluctuations in the foreign exchange values of the currencies are to be borne by the Swaziland Government. Even though the Council borrowings with the World Bank are denominated in US Dollars, the Council is therefore not exposed to foreign exchange risk arising from currency exposures.

(iii) Cash flow and fair value interest rate risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate due to changes in market interest rates.

The Council's income and operating cash flows are substantially independent of changes in market interest rates. The Council has no significant interest-bearing assets. At year-end, 100 % of the borrowings were at floating rate. The Council has no specific strategy in place to hedge against fluctuating interest rates.

(b) Credit risk

Credit risk is the risk that counterparty to a financial instrument will fail to discharge an obligation and cause the Council to incur a financial loss.

Credit risk arises from cash and cash equivalents, deposits with banks and financial institutions as well as credit exposures to customers, including outstanding receivables and committed transactions. The Council's cash equivalents and short term deposits are placed in high quality financial institutions.

3. Financial risk management (continued)

Financial risk factors *(continued)*

(b) Credit risk *(continued)*

The Council has no significant concentrations of credit risk. The Council receivables are secured against the properties.

The carrying amounts of financial assets included in the Statement of financial position represent the Council's exposure to credit risk in relation to these assets.

The Council does not have any significant exposure to any individual customer or counterparty. The table below shows the balances of the major counterparties at Statement of financial position date.

Counterparty	**31 March 2020 E**	31 March 2019 E
First National Bank of Eswatini Limited	**171 743**	377 582
MTN Eswatini	**47 578**	20 850
Nedbank Swaziland Limited	**168 877**	4 532 260
Standard Bank Eswatini Limited	**99 879**	3 704 645
Stanlib Eswatini	**34 939**	34 939
	523 016	8 670 276
Individuals	**30 439 207**	30 325 414
Businesses	**15 669 247**	12 076 609
Government of Eswatini	**47 554 122**	34 909 166
	93 662 576	77 311 189

Management does not expect any losses in addition to what has been provided for in note 8.

(c) Liquidity risk

Liquidity risk is the risk that the Council will encounter difficulty in raising funds to meet commitments associated with financial instruments.

Prudent liquidity risk management implies maintaining sufficient cash and marketable securities, the availability of funding through an adequate amount of committed credit facilities and the ability to close out market positions. Due to the dynamic nature of the underlying businesses, management aims at maintaining flexibility in funding by keeping committed credit lines available.

3. Financial risk management (continued)

Financial risk factors (continued)

(d) Legal risk

Legal risk is the risk that the Council will be exposed to contractual obligations which have not been provided for.

The Council has a policy of ensuring all contractual obligations are documented and by the relevant parties to the contract.

As at 31 March 2020, the Council was not aware of any significant obligation not provided for.

(e) Operational risk

Operational risk is the risk of direct or indirect loss resulting from inadequate or failed internal processes, people and systems or from external events.

The initiation of all transactions and their administration is conducted on the foundation of segregation of duties that has been designed to ensure materially the completeness, accuracy and validity of all transactions. These controls are augmented by management and executive review of control accounts and systems, electronic and manual checks and controls, back-up facilities and contingency planning. The internal control systems and procedures are also subjected to regular internal audit reviews.

4. Fair value estimation

The nominal value less impairment provision of rates receivables and trade payables are assumed to approximate their fair values. The fair value of financial liabilities for disclosure purposes is estimated by discounting the future contractual cash flows at the current market interest rate available to the Council for similar financial instruments.

5. Critical accounting estimates and assumptions

Estimates and judgements are continually evaluated and are based on historical information, experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The Council makes estimates and assumptions concerning the future. The resulting accounting estimate will by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amount of loans and receivables within the next financial year as discussed below.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)
for the year ended 31 March 2020

5. Critical accounting estimates and assumptions (continued)

Estimated impairment of rates debtors
The Council tests annually whether loans and receivables suffered any impairment in accordance with the accounting policy stated in the basis of preparation (trade receivables). The recoverable amounts of rates debtors have been determined by allowing for a provision on debtors who are above two years as per Council's age-analysis on the closing balance of rates debtors. These calculations require the use of estimates (Note 8).

6. Comparatives

Where necessary, comparative figures have been adjusted to conform with changes in presentation in the current year.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2020

		2020	2019
		E	E
1	**REVENUE**		
	Revenue comprised the following:		
	Assessment rates		
	- General	**47 660 440**	47 909 812
	- Government	**30 595 294**	30 692 434
	- Penalties and interest	**3 916 256**	2 978 024
		82 171 990	81 580 270
2	**OTHER OPERATING INCOME**		
	Revenue from various services rendered:		
	Park and recreational fees	**472 141**	793 040
	Licenses and permits	**1 219 760**	1 030 643
	Service charges	**3 878 484**	2 280 525
	Rent received	**1 076 179**	1 087 085
	Health care facilities	**366 820**	156 490
	Advertising fees	**927 445**	737 130
	Sundry	**242 428**	186 286
		8 183 257	6 271 199
2.1	**GOVERNMENT GRANTS AND SUBVENTION**		
	Grant received – Government of Eswatini	**-**	9 008 146
	Government subvention (Eswatini & Taiwan)	**4 652 145**	4 312 400
		4 652 145	13 320 546

The grant received comprises of amounts received from the Government of Eswatini during the year to finance capital improvement projects and the subvention comprises amount received to finance operational costs, through the Ministry of Housing and Urban Development.

The ROC on Taiwan gave the Municipality a Subvention for the Construction of Autism Centre.

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		2020 **E**	2019 E
3	**OPERATING EXPENDITURE**		
	Auditor remuneration		
	- External audit fees	**373 969**	566 419
	- Internal audit fees	**190 325**	-
	Bad debts	**6 639 290**	1 567 007
	Councilors' allowances others	**835 497**	992 270
	Employee Benefit Expenses (Note 5)	**34 055 491**	33 002 453
	Establishment costs	**26 859 309**	24 258 406
	Loss on asset disposal	**1 369 381**	-
	Special expenditure	**2 680 324**	7 342 404
	Voluntary exit package	**-**	16 407 140
		73 003 586	84 136 099
4	**FINANCE COSTS – NET**		
	Finance income		
	Interest received from short term deposits	**175 710**	291 671
	Finance costs	**(4 510 460)**	(5 213 584)
	Interest on bank overdrafts	**(1 262 145)**	(1 184 904)
	Interest on finance leases	**(3 248 315)**	(4 028 680)
	Finance costs – net	**(4 334 750)**	(4 921 913)
5	**EMPLOYEE BENEFIT EXPENSES**		
	Salaries and wages	**26 815 219**	25 809 423
	Employee benefit costs and allowances	**4 080 159**	4 104 818
	Gratuity	**2 048 856**	1 786 830
	Pension fund contributions and disability insurance	**1 111 257**	1 301 382
		34 055 491	33 002 453

The average number of employees during the year was **216** (2019 - 215)**.**

6 PROPERTY, PLANT AND EQUIPMENT

	Land and buildings **E**	**Plant Machinery and vehicles** **E**	**Office furniture and equipment** **E**	**Roads underground works and improvements** **E**	**Total** **E**
Year ended 31 March 2020					
Opening net book amount	**29 522 672**	**18 525 251**	**3 701 101**	**223 053 756**	**274 802 780**
Additions	**974 745**	**6 700 299**	**310 360**	**-**	**7 985 404**
Disposals	**-**	**(1 324 829)**	**(44 552)**	**-**	**(1 369 381)**
Closing net book amount	**30 497 417**	**23 900 721**	**3 966 909**	**223 053 756**	**281 418 803**
Year ended 31 March 2019					
Opening net book amount	27 915 939	18 395 268	3 666 823	210 742 868	260 720 898
Additions	1 606 733	129 983	34 278	12 310 888	14 081 882
Disposals	-	-	-	-	-
Closing net book amount	29 522 672	18 525 251	3 701 101	223 053 756	274 802 780

	2020 **E**	2019 E
Land and building comprise:		
Plot 489 situate Coates Valley with buildings thereon - at cost	**98 217**	98 217
Building structures at various locations.	**30 399 200**	29 424 455
	30 497 417	29 522 672

Refer to note 9.1 for property pledged as security for the Council's bank overdraft and capital projects loan facilities. Included in the property, plant and equipment are fixed assets not in use amounting to E1 515 000.
The Council ceased operations of the abattoir facilities which had land and buildings valued at E 1 270 000; plant and machinery valued at E245 000.

It is not the policy of the Council to provide for depreciation on property, plant and equipment with a definite useful life because the full cost of such assets is treated as a direct charge against the revenue of the Council.

7	**INVENTORIES**		
	Electrical	**1 955**	29 372
	Spares and accessories	**143 667**	133 890
	Toilet Tissue	**14 541**	78 593
	Cement	**-**	46 337
	Road paints	**9 293**	67 597
	Oil	**6 161**	27 839
	Miscellaneous items	**691**	-
	Glue	**2 832**	3 296
		179 140	386 924

		2020 E	2019 E
8	**RECEIVABLES AND PREPAYMENTS**		
	Assessment rates debtors		
	- General	**46 108 454**	42 402 023
	- Government	**47 554 122**	34 909 166
	Total Rates Debtors	**93 662 576**	77 311 189
	Staff debtors (Note 8.1)	**337 816**	158 384
	Sundry debtors (Note 8.2)	**974 537**	858 391
	Total rates and other receivables	**94 974 929**	78 327 964
	Impairment provisions (Note 8.3)	**(28 304 807)**	(21 665 517)
		66 670 122	56 662 447
8.1	**Staff debtors**		
	Staff debtors are comprised of the following:		
	Staff car loan	**6 963**	(4 678)
	Staff advances	**309 258**	143 482
	Study loan	**-**	(2 015)
	Micro loan arrears	**21 595**	21 595
		337 816	158 384
8.2	**Sundry debtors**		
	Sundry debtors comprised of the following:		
	Service debtors	**800**	800
	Unpresented cheques	**21 375**	-
	Miscellaneous debtors	**-**	285 310
	Ngwane park debtors	**93 090**	90 062
	Bus Rank rent	**310 921**	178 510
	Manzini Extension 19	**73 900**	73 900
	Zakhele	**7 285**	3 344
	Fairview North debtors	**21 341**	946
	Market Rentals	**47 684**	22 523
	Street Vendors	**398 141**	202 996
		974 537	858 391

		2020 E	2019 E
8.3	**Impairment provision**		
	Balance at beginning of the year	**21 665 517**	22 013 122
	Charged to statement of revenue fund	**6 639 290**	1 567 007
	Utilised during the year	**-**	(1 914 612)
	Balance at end of the year	**28 304 807**	21 665 517
9	**CASH AND CASH EQUIVALENTS**		
	Cash balances and short-term deposits		
	- Nedbank Call Account	**24 449**	24 386
	- Nedbank Call – Dumpsite	**7 624**	4 195 352
	- Standard Bank Call Account	**79 900**	2 238 172
	- Stanlib Money Market Account	**34 939**	34 939
	- Nedbank New Current Account	**126 299**	41 305
	- First National Bank Account	**171 743**	377 582
	- Nedbank Current Account	**10 505**	271 217
	- Standard Bank Current Account	**19 979**	1 466 473
	- Mobile Money Account	**47 578**	20 850
	- Cash on hand	**63 354**	1 872
		586 370	8 672 148
	Bank Overdraft		
	- Nedbank Account-AMICAAL (Note 9.2)	**(374)**	(374)
	- Nedbank (Swaziland) Limited (Note 9.1)	**(9 967 034)**	(10 067 910)
		(9 967 408)	(10 068 284)
	For the purpose of the Statement of cash flow, cash and cash equivalents comprise:		
	Cash and bank balances	**586 370**	8 672 148
	Bank overdraft (Nedbank Swaziland)	**(9 967 408)**	(10 068 284)
		(9 381 038)	(1 396 136)

9 CASH AND CASH EQUIVALENTS (continued)

9.1 Bank Overdraft

The bank overdraft facility is secured as follows:

- First and Second Mortgage Bond for E 2 449 000 over Lots 371, 386, 409 Manzini Coates Valley, Manzini and over portion D of ERF 277, Manzini.
- First and Second Mortgage Bond for E 4 540 000 over ERF 265, Manzini.
- First Mortgage Bond for E 9 150 000 over Farms 514, 515 and remainder of Portion 17 of Farm 125, Manzini.
- First Mortgage Bond for E779 000 over Lot 407 Coates Valley, Manzini.
- First Mortgage Bond for E 801 000 over Lot 388 Coates Valley, Manzini.
- Unlimited cession over present and future rental income on bonded properties.

9.2 AMICAAL Current Account

The Municipal Council has a current bank account with Nedbank Swaziland, account number 040000127746 held on behalf of AMICAAL for an HIV - AIDS related project. The money held does not belong to the Municipal Council therefore a liability is also recorded under trade and other payables.

10 BORROWINGS

	2020 **E**	2019 E
10.1 Maturity analysis		
Non-current:		
African Alliance (Note 10.5)	**7 458 507**	12 572 425
Nedbank Project loan (Note 10.3)	**515 353**	2 916 507
Nedbank loan – new vehicles (Note 10.4)	**1 050 003**	-
ENPF Loan – Infrastructure (Note 10.6)	**4 671 250**	8 793 194
	13 695 113	24 282 126
Current:		
African Alliance (Note 10.5)	**5 113 918**	4 460 411
Nedbank loan – new vehicles (Note 10.4)	**3 546 985**	-
World bank – Urban Development Project (Note 10.2)	**437 440**	437 440
Eswatini Government – World Bank loan – package 16 (Note 10.7)	**7 550 154**	7 550 154
ENPF Loan – Infrastructure (Note 10.6)	**614 521**	1 317 745
Nedbank Project Loan (Note 10.3)	**2 474 579**	2 107 908
	19 737 597	15 873 658
Total borrowings	**33 432 710**	40 155 784

10.2 World bank – Urban Development Project

A subsidiary loan agreement was entered into with the Government of Eswatini in terms of which the Council was granted E 6 971 000 to be used in financing the rehabilitation of Manzini City wide roads. Drawdowns against the loan were made as expenditure was incurred. In terms of the subsidiary loan agreement, 95% of the expenditure incurred was treated as a capital grant to the Council. The position at year end is as follows:

The loan is unsecured, bears interest at 2% plus the inflation rate per annum and is repayable in semi – annual installments of E 193 642 commencing January 2001. The final installment was due on 15th July 2018.

As at 31 March 2020, drawdowns against the loan had been exhausted.

10 BORROWINGS (continued)

10.3 Nedbank Project Loan

The Project loan is secured as follows:

- First and Second Mortgage Bond for E 2 449 000 over Lots 371, 386, 409 Manzini Coates Valley, Manzini and over portion D of ERF 277, Manzini.
- First and Second Mortgage Bond for E 4 540 000 over ERF 265, Manzini.
- First Mortgage Bond for E 9 150 000 over Farms 514, 515 and remainder of Portion 17 of Farm 125, Manzini.
- First Mortgage Bond for E779 000 over Lot 407 Coates Valley, Manzini.
- First Mortgage Bond for E 801 000 over Lot 388 Coates Valley, Manzini.
- Unlimited cession over present and future rental income on bonded properties.

		2020 **E**	2019 E
10.4	**Finance leases**	**4 596 988**	-
	The minimum lease payments of finance lease obligations as follows:		
	Gross minimum future installments	**5 351 848**	-
	Due within a year	**1 414 169**	-
	Due within two to five years	**3 937 679**	-
	Less: Future finance charges	**(754 860)**	-
	Due within a year	**(364 166)**	-
	Due within two to five years	**(390 694)**	-
	Present value of finance leases	**4 596 988**	-
	The present values of finance leases is as follows:		
		4 596 988	-
	Due within a year	**1 050 003**	-
	Due within two to five years	**3 546 985**	-

The finance leases are secured as follows:

- Cession over house owner's insurance over bonded properties with Nedbank Swaziland Limited noted as first loss payee. Lien over assets financed under RCL facility.
- Comprehensive insurance on all assets financed under RCL facility with Nedbank Swaziland Limited noted as a first loss payee.

10 BORROWINGS (continued)

10.5 African Alliance Loan – Voluntary Exit Packages

In May 2018, the Council secured a loan of E20 million from African Alliance for the purpose of funding the voluntary exit packages for approximately 90 employees. The loan is payable over 48 months and has a floating interest of Eswatini Prime plus 3.5% payable on a monthly basis.

The Council has agreed that as collateral to the funding; 25% of all remittances from the Government of Eswatini will be invested in the African Alliance Swaziland Lilangeni Fund, on receipt thereof, until such time as all outstanding capital has been repaid.

10.6 ENPF Loan – Infrastructure

On 20 July 2005, the Council secured a loan from the Eswatini National Provident Fund (ENPF) for the primary purpose of engaging in capital projects. In terms of the loan agreement, the Council is entitled to make drawdowns to the extent of E15 million. As at 31 March 2020, the Council had exhausted drawdowns:

The initial agreement of the loan was that it shall be repayable in two half yearly installments (payable on the 30th of June and on the 31st of December, respectively). Interest on the loan will be calculated at a simple interest rate determined by Nedbank (Swaziland) prime overdraft rate plus 3%, subject to the condition that the minimum interest payable by the Council shall be 13% per annum. In March 2011 Council then entered into another agreement with ENPF for the cession of claim to rates towards the payment of this loan commencing with the 2010/11 rates. Interest was agreed at prime rate plus 1.5%. The initial agreement of two half yearly installments payment then fell off.

In November 2015 Council entered into another loan agreement with Eswatini National Provident fund where an additional E10 000 000 was secured. Interest on this new loan will be calculated at a simple interest rate determined by Standard Bank (Eswatini) prime rate plus 2%. Council again entered into another agreement with ENPF for the cession of claim to rates towards the payment of this loan commencing with the 2017/17 rates. The loan duration is 10 years, payable in annual instalments of E1 999 201 annually.

In January 2018, an additional E10 000 000 was issued to the Council. Interest on this new loan will be calculated at a simple interest rate determined by Standard Bank (Swaziland) prime rate plus 2%. Council again entered into another agreement with ENPF for the cession of claim to rates towards the payment of this loan commencing with the 2018/19 rates.

10.7 Government of Eswatini World Bank Loan

The Council received funding from the Government of Eswatini amounting to E7 550 154. The terms and conditions for this funding have not been finalized by the Council and the Government of Eswatini. The presentation and disclosure of this funding may change subject to finalization of the terms and conditions.

11	**TRUST FUNDS**	**2020 E**	2019 E
	Building penalties	**104 283**	104 283
	Sale of government land	**(142 654)**	(142 654)
	Messenger of court	**30 709**	30 709
	Parking provision fees	**150 500**	150 500
	Refuse bins	**217**	217
	Government Sales tax	**332 945**	332 945
	Training- Gvt Funded	**(373 183)**	(373 183)
	Swaziland Local Government Projects (11.1)	**71 217**	71 217
	Mkhosi Township Fund	**636 800**	636 800
		810 834	810 834

Trust funds consist of monies collected on behalf of the Government of Eswatini. There are no fixed terms of repayment agreed upon between the Council and the Government of Eswatini.

11.1	**Swaziland Local Government Project**		
	Opening Balance	**71 217**	3 266 202
	Utilised for road and related infrastructure	**-**	(3 194 985)
		71 217	71 217

The SLGP balance at 31 March 2020 is E71 217 and the construction of the Springle Farm Road was completed during the year under review.

Trust funds consist of monies collected on behalf of the Government of Eswatini. There are no fixed terms of repayment agreed upon between the Council and the Government of Eswatini.

12	**TRADE AND OTHER PAYABLES**	**2020 E**	2019 E
	Trade payables and accrued expenses	**14 185 622**	14 349 043
	Withholding tax	**-**	217 581
		14 185 622	14 566 624

13	**CASH FLOW INFORMATION**		
13.1	**Cash utilized in operations:**		
	Reconciliation of surplus to cash utilized in operations: -		
	Surplus for the year	**17 669 056**	12 114 003
	Adjustments for:		
	Interest received	**(175 710)**	(291 671)
	Interest paid	**4 510 460**	5 213 584
	Loss on disposal	**1 369 381**	-
	Grants amortized	**(974 745)**	(9 643 146)
	Changes in working capital:		
	Increase in receivables and prepayments	**(10 007 675)**	(1 925 489)
	Decrease in inventories	**207 784**	333 836
	Decrease in trade and other payables	**(381 000)**	(3 510 463)
	(Decrease) / increase in accruals and other provisions	**(1 159 223)**	195 965
	Cash generated in operations	**11 058 328**	2 486 619

14 PROVISIONS FOR OTHER LIABILITIES AND CHARGES

	Bonus Provision	Contract Gratuity	Unreconciled Items-Other provisions	Leave Provision	Severance pay Provisions	Total
	E	E	E	E	E	E
Year ended 31 March 2020						
Balance 01 April 2019	**1 270 213**	**1 591 754**	**230 936**	**867 010**	**1 117 252**	**5 077 165**
Provision made during the year	**460 000**	**1 712 719**	**-**	**1 546 195**	**-**	**3 718 914**
Utilised during the year	**(1 270 213)**	**(2 143 808)**	**(230 936)**	**(1 187 088)**	**(46 092)**	**(4 878 137)**
Balance 31 March 2020	**460 000**	**1 160 665**	**-**	**1 226 117**	**1 071 160**	**3 917 942**
Year ended 31 March 2019						
Balance 01 April 2018	1 270 213	1 147 640	132 413	1 213 682	1 117 252	4 881 200
Provision made during the year	-	1 854 251	98 523	-	-	1 952 774
Utilised during the year	-	(1 410 137)	-	(346 672)	-	(1 756 809)
Balance 31 March 2019	1 270 213	1 591 754	230 936	867 010	1 117 252	5 077 165

14. PROVISIONS FOR OTHER LIABILITIES AND CHARGES (continued)

14.1 Contract gratuity

This provision is in respect of management employed on a contract basis and is computed at 25% of their basic pay each month for the duration of each contract. An independent company, Investment Solutions, now administers the gratuity.

14.2 Severance pay

The Council recognised the severance pay provision for employees employed by the Council. The severance pay liability exists in respect of severance allowance payable in terms of section 34 to 36K of the Employment Act, 1980, as amended, in the event of present employees continuing in employment with the Council until their retirement.

14.3 Bonus Provision

The bonus provision is performance based and is provided in accordance with the Council's performance bonus policy.

14.4 Leave provision

The Council recognise the leave provision based on the leave day's outstanding at year end in line with the Council's leave provision policy.

14.5 Other provisions

Also included are uncleared transactions emanating from bank statements.

15 DEFERRED GRANT INCOME

Deferred income comprises unutilized balances of grant income received from the Government of Eswatini through the Ministry of Housing and Urban Development for the upgrade of Mentjies, William pitcher and northern distributor roads Project.

	2020 **E**	2019 E
Balance at beginning of year	**1 936 215**	7 749 376
Grants realized in statement of comprehensive income (Note 2.1)	**(974 745)**	(9 008 146)
Capital Improvement Program grant received	**-**	3 194 985
	961 470	1 936 215

16 COMMITMENTS AND CONTINGENCIES

16.1 Commitments

As at 31 March 2020, the Council did not have any commitments.

16.2 Contingencies

The Council has various claims amounting to E4.5 million in respect of labor issues. The Council has disclaimed liability and is defending action. It is not practical to estimate the potential effect of such claims, but legal advice indicates that it is not probable that significant liabilities will arise.

GENERAL INCOME AND EXPENDITURE ACCOUNT SUMMARY
for the year ended 31 March 2020

	2020 E	2019 E
EXPENDITURE		
City Clerk	**2 467 765**	6 833 180
Clerk to Council	**2 200 638**	5 417 153
City Treasurer	**25 156 704**	23 893 308
Health administrator	**111 581**	1 980 182
Abattoir	**5 264**	607 921
Laboratory	**194 307**	90 221
Public health nursing	**248 830**	349 600
Market	**16 076**	353 369
Public convenience	**629 004**	1 107 923
Public cleansing	**1 411 696**	2 059 824
Vacuum tanker	**-**	139 014
Zakhele	**166 535**	117 595
Pound	**34 184**	276 245
New bus station	**447 309**	899 432
Refuse collection	**1 549 597**	3 272 538
City engineer's administration	**1 092 900**	7 358 816
Parks and cemeteries	**277 955**	1 040 603
Mechanical workshop	**15 102**	584 776
Public works	**402 018**	1 554 928
Electrical	**595 327**	1 542 011
City planning	**617 102**	3 429 470
Human resources	**34 802 085**	20 743 058
Office of the Mayor	**198 430**	1 243 693
Roads section	**1 415 663**	1 354 531
Lamvelase	**914 035**	690 450
Transport	**2 543 939**	2 409 842

	2020 E	2019 E
REVENUE		
Rates	**47 660 440**	47 909 812
Rates penalty and interest	**3 916 257**	2 978 024
Government rates	**30 595 294**	30 692 434
GRANTS AND SUBVENTION		
Subvention	**3 677 400**	3 677 400
Taiwan Grant	**974 745**	635 000
Government grant	**-**	9 008 146
FINANCE INCOME		
Interest on Investments	**175 710**	291 671
OTHER REVENUE		
Sundry Income	**242 428**	186 286
Proceeds in disposal assets	**492 100**	-
Building inspection	**99 340**	73 390
Condemned Food Stuff	**9 820**	9 240
Consent use fees	**28 004**	22 450
Discount received	**11 222**	8 984
Zakhele Fees and charges	**152 992**	148 022
Hazardous Waste	**14 705**	19 442
Inspection for trading license	**112 580**	144 000
Insurance Claim	**457 921**	-
Jubilee Park	**3 100**	1 500
Licences & permits	**744 970**	538 765
Market fees and charges	**777 218**	630 321
Millennium Park rental	**19 780**	24 140
Ngwane park debtors	**4 709**	4 369
Pound fees	**122 986**	77 293
Parking Fees	**377 911**	720 250
Refuse collection (public)	**59 375**	216 224
Rental Bus Rank Shop	**818 864**	824 445
Rezoning Fees	**2 500**	2 500
Sale of animals	**99 800**	98 510
Burial Fees	**114 840**	61 126
Sale of plant	**3 075**	4 650
Scrutiny fees	**223 186**	243 538
Showground Booking	**57 535**	58 500
Showground Rental	**180 000**	180 000
Signs and encroachment	**927 445**	737 130
Subdivision Fees	**9 180**	6 000
Toilet Fees	**1 406 934**	987 314
Under/ (over) banking	**13**	-

MUNICIPAL COUNCIL OF MANZINI

GENERAL INCOME AND EXPENDITURE ACCOUNT SUMMARY
for the year ended 31 March 2020 (Continued)

	2020 E	2019 E		**2020 E**	2019 E
EXPENDITURE			**REVENUE**		
			OTHER REVENUE (Continued)		
			Vacuum tanker	**-**	-
			Interest on loans	**-**	(20 000)
			Sibebe staff refunds	**56 600**	-
			ANC 1st visit	**6 270**	520
			ANC revisit	**46 220**	17 570
			Child welfare & revisit	**6 950**	13 000
			Family Planning	**1 700**	740
			Curative	**352 270**	142 750
			Flea Market	**91 130**	71 290
			Laboratory	**5 900**	-
			Uniform deductions	**41 683**	16 940
Total Expenditure	**77 514 046**	89 349 683	**Total Revenue**	**95 183 102**	101 463 686
Surplus for the year	**17 669 056**	12 114 003			
	95 183 102	101 463 686		**95 183 102**	101 463 686

These schedules do not form part of the financial statements and are unaudited.

NOTES

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