Annual Report 2020/2021



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MUNICIPAL COUNCIL OF

MANZINI


MANZINI SHOPPING MALL
MANZINI SHOPPING MALL

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CITY HISTORICAL BACKGROUND

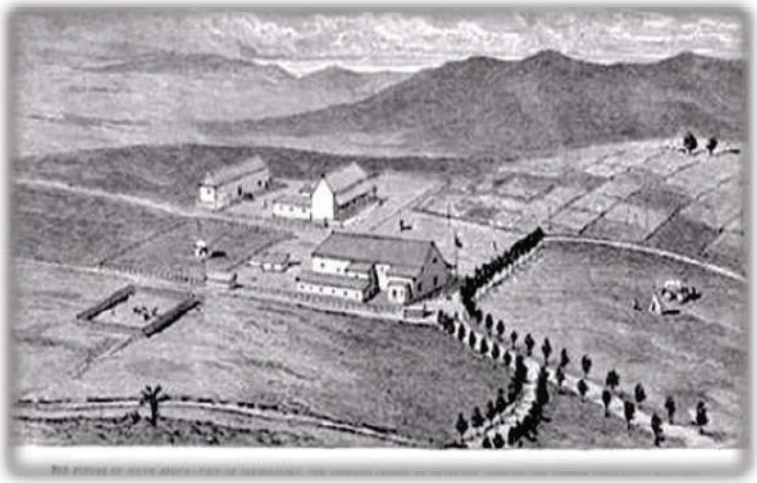
The embryo of the city was formed in the 1890s when white settlers descended the Eswatini (formerly Swazi) territory and settled in what is today known as Manzini. At the time, the area was nothing more than just a veld with one homestead situated by the Umzimnene River belonging to one Manzini Motsa. 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.



Manzini 1969

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.

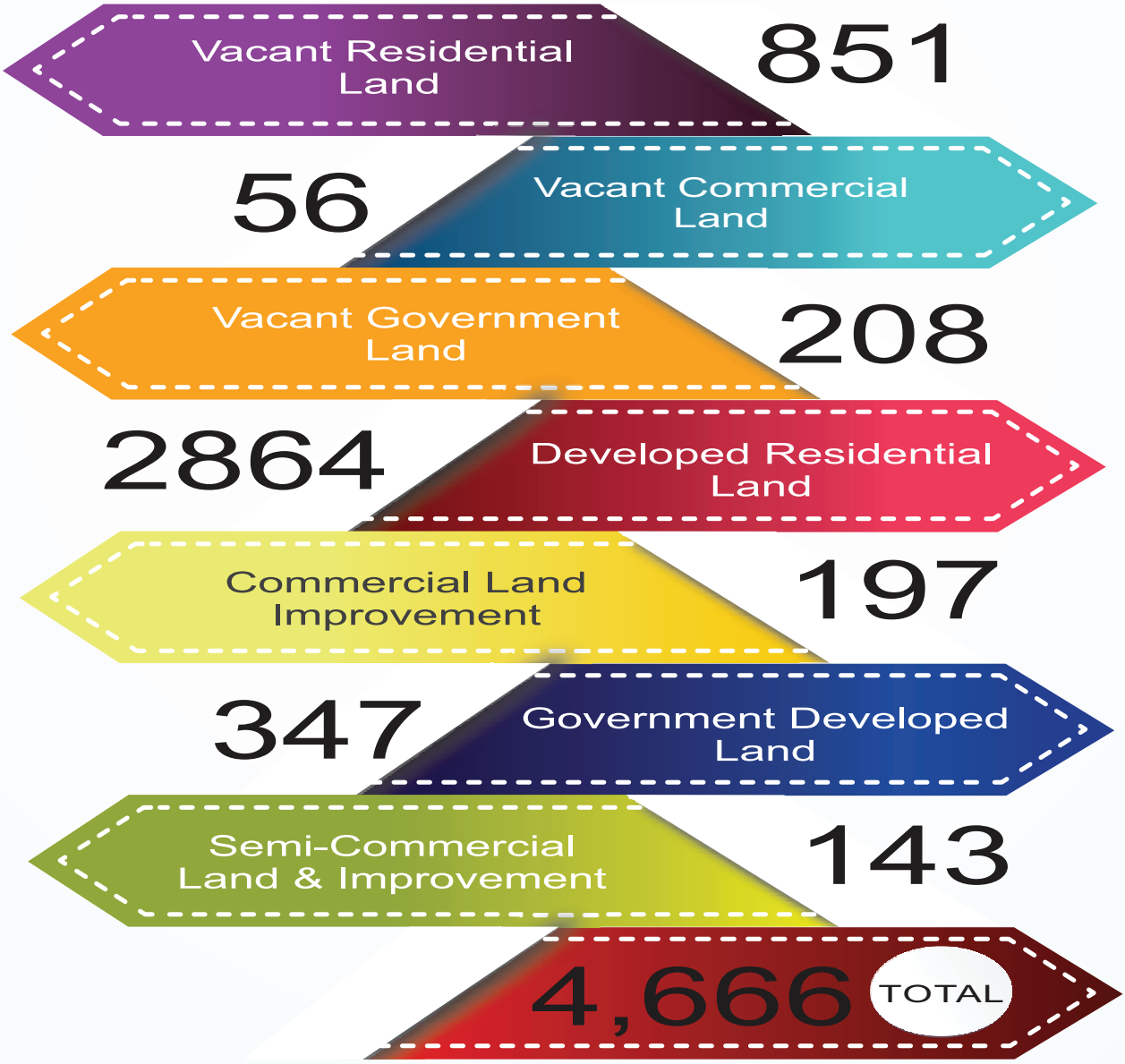


In 1992 King Mswati III declared Manzini a city and, ever since, development in the city has been growing in leaps and bounds under the professional guidance of the Municipal Council. Recent developments include Manzini's first mall (Bhunu Mall) which stands on the same site where there used to be the 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

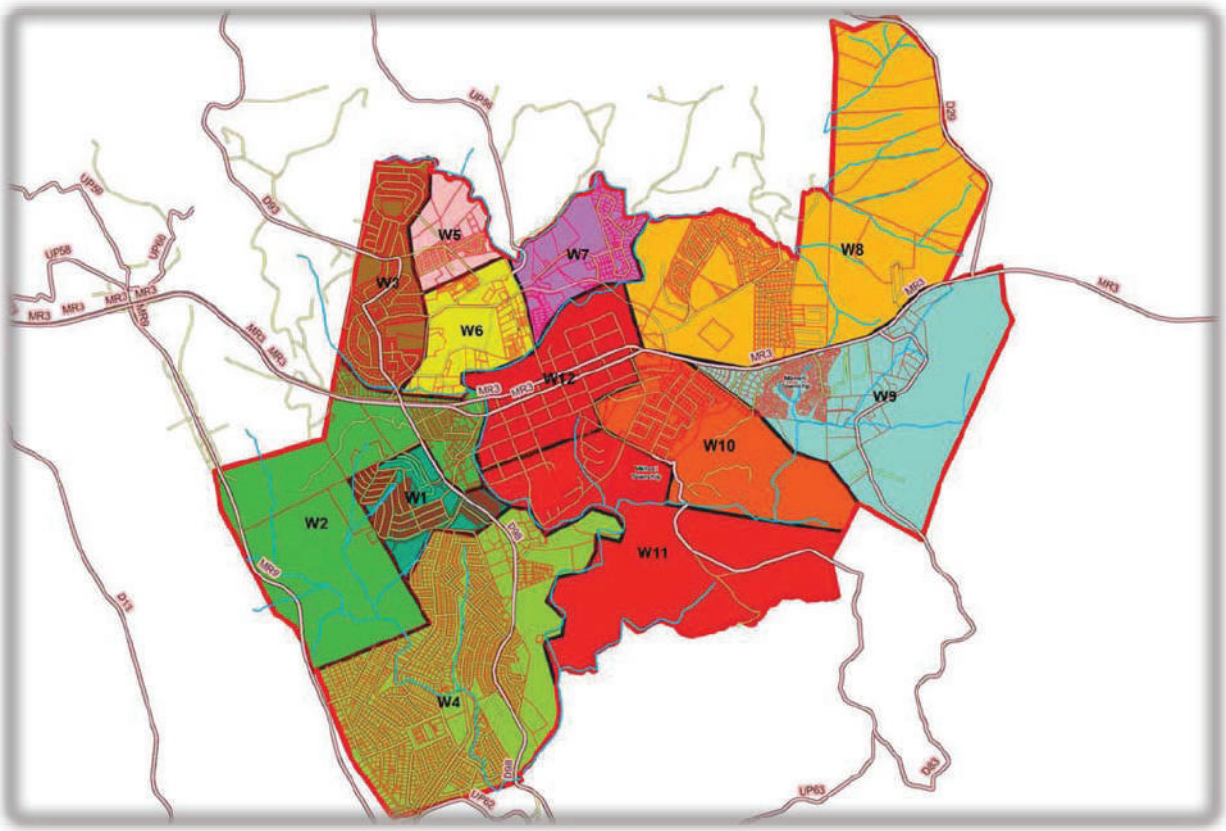
The City of Manzini is centrally located in the Manzini region; in the centre of the Kingdom of Eswatini, Southern Africa. It is located about 7km from the industrial town of Matsapha and about 35km from the capital city, Mbabane; sitting on an area size of 2,680 hectares. The night-time population is 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:



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.

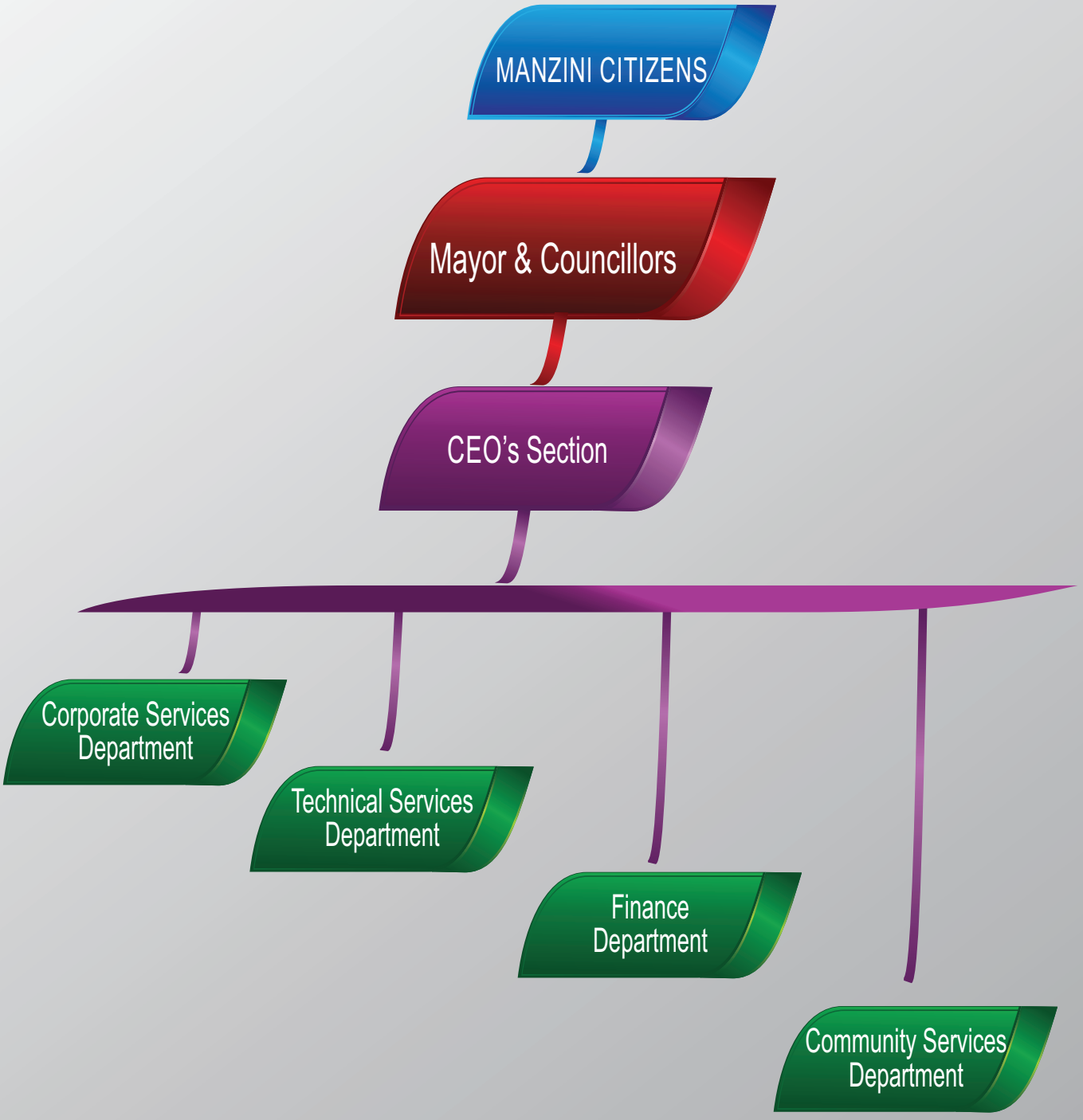


CITY MANDATE

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 JABU SHIBA



I am humbled to once again be afforded this opportunity to report back to our valued stakeholders on behalf of Council. As a Municipality that values the good corporate governance principles of transparency and accountability we always look forward to this time of the year wherein we give an account of our performance during the past year. I must reassure our valued stakeholders that as Council we remained committed to our mandate of exercising an oversight role over the Municipality even during the year 2020/2021. We ensured that, notwithstanding challenges encountered, citizens continued to experience basic service delivery in our city in line with our Mission "to provide quality municipal services that add value to all our customers through good governance and partnering with relevant stakeholders". I must say, however, that, as it is well captured in this report, the year under review was not an easy one for the Municipality. We had great service delivery plans for the reporting year; in line with deliverables as contained in the Manzini 2019-2024 Integrated Development Plan (IDP). However, implementation of a large amount of these got disrupted as a result of the ongoing Covid-19 pandemic which continued to sweep fiercely across the globe, country and even our city. This hugely affected our cash flow as most ratepayers struggled to pay their property taxes. We are at pains to report that, contrary to our adopted culture of consistent stakeholder engagement, we could not hold our annual ward-to-ward IDP feedback meetings with citizens due to Covid-19 partial lockdown restrictions which prohibited large gatherings. We trust, however, that you were able to get updates through our other communication channels. As the Mayor, and on behalf of the entire Council, I would like to express my profound gratitude to all our stakeholders and customers for your relentless understanding and support during the reporting year. As a Council that values life and with the protection of our citizens being of utmost priority, we found ourselves having to divert a large amount of our limited resources towards the fight against the novel Covid-19 virus. Evidently, this hampered the quality and speed of our service to a certain extent. I am glad, however, that, as a result of our dedicated management and employees we were able to roll our sleeves and face the challenge head on. As a Council we made a business decision to ensure that we continue providing at least the basic municipal services whilst focusing most of our attention on the Covid-19 fight. Once again, I must thank you for your tolerance and understanding. I am also happy to mention that preparatory processes in terms of paperwork for a number of our capital projects which had been planned for the reporting year were undertaken

so to make it easy and quicker to implement when the socio-economic environment improves. Evidence countrywide shows that many businesses found themselves with no choice but to shut down as a result of the harsh realities that were brought about by the partial lockdown which was introduced by the national Government as a measure to flatten the Covid-19 curve in our country. Unfortunately, this resulted in layoffs and job losses; which affected even citizens of our city. Ultimately, this situation also affected revenue inflow in our Municipality. As Council we would like to extend our heartfelt sympathy to all the businesses and individual citizens that bore the full brunt of the pandemic. We remain in high optimism that God will soon put an end to this pandemic so that life can get back to normal and citizens regain employment. In the year ahead we hope to develop a comprehensive Covid-19 recovery plan that will see to it that the Municipality facilitates a conducive environment for the city's recovery from the negative socio-economic effects of the pandemic. May I conclude my remarks by reassuring you, our valued stakeholders, that as Council we continue to uphold our commitment to serve the city of Manzini with diligence, integrity and a high standard of good governance. As we move closer to our 5-year term in office, we continue to bank on the support and partnerships with our stakeholders so that we achieve our vision of being "a vibrant African city that innovatively provides quality service and economic opportunities to its stakeholders".



I Thank You

Her Lordship Cllr J. Shiba
Honorable Mayor

GOVERNANCE

HONOURABLE COUNCILLORS - November 2017 to November 2022



Cllr Wesley Dlamini
- Ward 6
- Woodmasters & the area below the Central Distributor road; around Leites Motors



Cllr Mxolisi Mabuza
- Ward 7
- Sterkstroom, Mangwaneni



Cllr Mduduzi Vilane
- Ward 2
- Trelawney Park, RFM Mission, area around Sobhuza Clinic

Vacant
- Ward 12
- City Centre

GOVERNANCE

HONOURABLE COUNCILLORS - November 2017 to November 2022



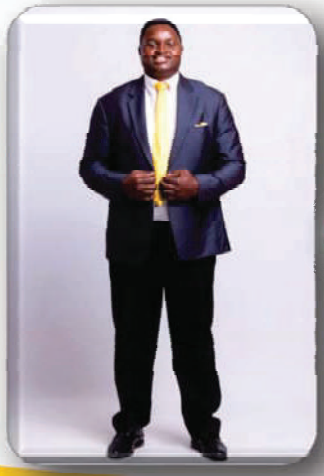
Cllr Sandile Bhembe
- Ward 1
- Zakhele, Two Sticks, Old Zakhele



Cllr Siboniso Nkabinde
- Ward 4
- Ngwane Park Township, Ngwane Park Extension, Sihlahleni, Ndumbu, Ticancweni



Cllr Jabu Shiba
- Ward 8
- Madonsa, Thomasdale, Extension 6



Cllr Henry Kunene
- Ward 9
- Moneni, Masekweni, Inyoni Park

GOVERNANCE

HONOURABLE COUNCILLORS - November 2017 to November 2022



Cllr Quinton Els
- Ward 10
- Coates Valley



Cllr Khethokuhle Dlamini
- Ward 11
- Extension 7 (Wilmer Park), Manzini light industrial area, Mkhosi Township



Cllr Sandile Nyaweni
- Ward 5
- Sikhunyana. Murray Camp, Ntunja, area around William Pitcher College



Cllr Bongani Shongwe
- Ward 3
- Fairview North, Fairview South, Helemisi

PERFORMANCE SYNOPSIS - CHIEF EXECUTIVE OFFICER

Dear Valued Stakeholders,



I am pleased to once again get this opportunity to give a brief highlight of our performance in the past financial year. I must say, from the outset, that, like with many other organisations and businesses globally, it has not been an easy year for the Municipality. Most of our strategic deliverables as part of the Manzini Integrated Development Plan (IDP) got disrupted by the Covid-19 pandemic. I must be swift to mention, however, that notwithstanding the rough terrain, we managed to remain afloat in terms of basic service delivery whilst largely focusing our attention to the fight against the coronavirus. What remained key in our service delivery intent was the protection of our citizens from the raging Covid-19 pandemic which was sweeping across the entire globe; bringing forth an unprecedented threat to human life. The Municipality commenced the financial year 2020/2021 under the cloud of the national Covid-19 partial lockdown following the national Government's declaration of the coronavirus outbreak as a national disaster.

This led to the Municipality sending almost half of its employees to Work-from-Home; a totally new phenomenon which challenged the organization to strengthen its leadership acumen – ensuring that service delivery continued notwithstanding the adversity. In response to the challenge, the Municipality swiftly rose to the occasion and developed organizational Covid-19 Operational Guidelines in line with guidance from the Ministry of Health. The guidelines were aimed at providing support to our employees whilst also ensuring that they remained protected from the virus. An internal Covid-19 Task Team was also established with a primary mandate to provide an efficient response to the pandemic; both internally and externally.

I must say, dear stakeholders that, through these established structures, the Municipality managed to confront the virus from all spheres and with all the might that was required. Various Covid-19 preventative measures were applied including ensuring that employees were provided with face masks and hand sanitizers, regular employee sensitization and awareness sessions were conducted, employee temperature screening was conducted and a work-from-home rotation schedule was developed and implemented as a way of ensuring physical distancing in the workplace.

On the same note, and as a measure to practice physical distancing in the workplace, our customers were encouraged to minimize visits to the civic centre and, instead, utilize the available digital platforms to access the Municipality's services. We are so grateful for the cooperation that we received. It can be mentioned that, like with most organisations, a number of Covid-19 infections were recorded in the organization but we accord praise to the Lord Almighty that no fatalities were experienced as a result of the virus. On the external front, running water and soap were provided in strategic public spaces around the city including the bus rank, informal settlements, market places and social centres. Regular inspections were also conducted to ascertain that the business sector complied with the Covid-19 protocols such as the application of at least 70% hand sanitizers on customers and employees, observance of a 1.5 metre physical distance as well as wearing of face masks by employees and customers. As an indication of total commitment to the fight, the Municipality also opened up its laboratory for the business sector and individual citizens to test their hand sanitizer in order to ascertain that they met the required 70% alcohol content. Through assistance from partners, the Municipality further engaged in a massive disinfection exercise which covered public spaces such as the bus rank, hospitals, police station, magistrate's courts, remand centre, market places and even city centre walkways. All of this happened amidst constant public behavior change sensitization and Covid-19 awareness in various forms. As a Municipality that values collaborations and partnerships, we were a part of the Manzini Region Covid-19 Task Team where we participated actively. As earlier highlighted, the Covid-19 virus outbreak affected a number of Municipality planned programmes and projects; including cash flow as the partial lockdown negatively affected many commercial and individual ratepayers. Revenue inflow was slow. As a result, some planned programmes and projects could not be timely implemented or could not be implemented at all. These were set for re-planning in future financial years.



I must say, however, that notwithstanding the above-highlighted challenges, the organization managed to undertake some of the planned programmes during the reporting year. These are reported on in-depth in the remainder of this report. May I, however, take this opportunity to highlight a few of them. I am happy to report that during the year under review we were able to implement our training and development programme which is meant to capacitate our employees in response to a skills gap analysis report. We trust that stakeholders will sooner or later experience the benefits of this investment in terms of service delivery improvement.

We also managed to commit resources towards maintenance and strengthening of our Quality Management System (QMS); the ultimate goal being to ensure that stakeholders and all other end-users of our service offering enjoy improved quality of service. Numerous quality audits were conducted during the reporting year to test our level of compliance with the ISO 9001:2015 Quality Standard; and the outcome was positive. Moreover, notwithstanding the Covid-19 pandemic, we did not drop the ball in terms of ensuring good health and hygiene of our city. We continued to ensure that waste was collected undeterred, city streets were consistently cleaned and regular health inspections were conducted in the city's business establishments. We also remained steadfast in our mandate relating to provision of infrastructure maintenance services to the city. Notwithstanding limitations in resources as well as the Covid-19 partial lockdown restrictions, we managed to tactically ensure that potholes on our roads were patched, unsurfaced roads that required re-gravelling were attended to, city lights and traffic lights that required fixing were timely fixed and overgrowth on road reserves and open spaces was removed. In terms of capital projects, I can report that we were able to make considerable headways in as far as preparations for delivery of the Bosco Bridge. By the end of the reporting financial year, all pointers were to the effect that the project would surely be delivered during the following financial year.



With all the above said, I must express my most sincere appreciation to all our stakeholders in their various capacities for their continued support during the reporting year. The novel Covid-19 virus tossed onto our shores a cloud of uncertainty and confusion but, through your pieces of advice and support, we were able to swim against the tide. I must also recognize and appreciate our honourable Councillors for their unwavering support and wise leadership during this difficult period. Special thanks are extended to the national Government, in particular the Ministry of Housing and Urban Development, for standing with us as a Municipality and encouraging us to press on in the midst of the challenges posed by the pandemic. In all this adversity, as a Municipality we saw and experienced the greatness of God; and we are forever grateful.

I Remain Committed,

Lungile P. Dlamini

Chief Executive Officer

EXECUTIVE MANAGEMENT



- **Ms Lungile P. Dlamini - Chief Executive Officer**
  - Masters Degree in Planning Studies, BA Degree in Urban and Regional 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 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.*

EXECUTIVE MANAGEMENT



- **Mr Sizwe W. Dlamini - Acting Director Corporate Services**
  - Master of Business Administration, Management Development Programme, BA Economics.
  - *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*



- **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*

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"



MANAGEMENT

Mr Simphiwe Malaza
- Chief Planning Officer
- Community Services Department



Mr Bonginkosi Simelane
- Public Works & Projects Engineer
- Technical Services Department



Mr Mathokoza Thwala
- Information & Communications Officer
- Office of the CEO



MANAGEMENT

Ms Thabile Ndlovu
- Community Programmes Coordinator
- Office of the CEO



Ms Fikile Mkhonta
- Human Resources Officer
- Corporate Services Department



Ms Anna Caetano
- Accounts Officer - Commercial Debtors
- Finance Department



MANAGEMENT

Mr Wiseman Dlamini
- Accounts Officer - Residential Debtors
- Finance Department



Mr Thembela Shongwe
- Maintenance Engineer
- Technical Services



Mr Bonginkosi Nsingwane
- Human Resources Manager
- Corporate Services Department



STRATEGIC OBJECTIVES

Key Performance Areas	Strategic Priority	Strategic Objectives
Municipal Institutional Development and Transformation	Institutional Capacity Development and Growth	1.1 To Develop and Implement Talent Management Initiatives by 2024. 1.2 To Improve Staff Performance in Delivering the IDP by 2024 1.3 To Develop and Implement Occupational Health & Safety and Employee Assistance Program for Improved Employee's Wellbeing by 2024. 1.4 To Upgrade and Integrate Information Communication Technology for Improved Efficiencies and Services Delivery by 2024.
Good Governance and Public Participation	Institutional Capacity Development and Growth	1.5 To Improve Culture of Good Governance, Risk Management Mechanisms and Organizational Performance by 2024.
Municipal Financial Viability and Management	Institutional Capacity Development and Growth	1.5 To Increase Revenue Collection by at Least 5% on Year-on Year basis while and Ensuring Streamlined Financial Management by 2024. 1.6 To Innovatively Diversify the City's Revenue Streams by 2024.
Good Governance and Public Participation	Stakeholder Management	2.1 To Improve Public Participation, Stakeholder Relations and Organizational Imaging by 2024.

Key Performance Areas	Strategic Priority	Strategic Objectives
Basic Service Delivery	Planning and Sustainable Human Settlements	3.1 To Guide the City's Development towards Making Manzini a More Liveable City by 2024. 3.2 To Implement the Urban Growth and Boundary Extension Programme by 2024. 3.3 To Improve the Living Conditions of Residents in Informal Settlements by 2024. 3.4 To Improve the City's Social Cohesion and Health Status through Increased Sporting and Social Activities by 2024. 3.5 To Provide Responsive I Integrated Health and Social Welfare Services by 2024. 3.6 To Improve Public Order, Safety and Security by 2024.
Basic Service Delivery	Sustainable Environmental Management	4.1 To Reverse the Pollution of Water Bodies within the Urban Space by 2024. 4.2 To Improve and Increase Number of Open Public Spaces /Parks by 2024. 4.3 To Improve Waste Collection Coverage and Operational Efficiency by 2024.
Local Economic Development	Integrated Economic Development	4.4 To Stimulate the City's Socio-Economic Growth and Increase Employment Opportunities by 2024. 4.5 To Ensure Inclusive Socio-Economic Development in the Manzini Urban Area by 2024.
Basic Service Delivery	Integrated Infrastructure Development	4.6 To Improve Infrastructure Development and Maintenance While Ensuring Efficient Traffic Management by 2024.

A. STRATEGY AND POLICY ENVIRONMENT

The core mandate of the Office of the Chief Executive Officer (OCEO) is the provision of guidance to the entire organization on issues of policy, strategy management, stakeholder management and organizational performance. The organization's transformation process continued to be of priority during the reporting year whilst also ensuring that all organizational structures continued to function at their best capabilities. During the year under review, the Office managed to undertake the activities highlighted below;

1.0 HIGHLIGHTS OF ACHIEVEMENTS

1.1 Management of Enterprise Risk Register and Internal Audit

During the year under review, the Internal Audit Plan for the previous year was reviewed and found to be adequate as it was based on cycles. By the end of the reporting period, the last audit cycle remaining was the infrastructure development audit. It can be mentioned that the internal audit process was affected by the Covid-19 pandemic to a certain extent. It can also be reported that the Office managed to have the Enterprise Risk Register reviewed and a report produced.

1.2 Coordination of Disaster and Risk Reduction Initiatives

The Office facilitated establishment of an organizational Covid-19 Task Team whose main objective was coordination of Covid-19 preventative activities within the organization and citywide. The Office developed the draft Covid-19 Pandemic Regulations which acted as a guide for execution of preventative measures within the organization. A detailed report about the Municipality's Covid-19 pandemic response is given under the Community Services Department. During the reporting year, the Office further coordinated development of a Covid-19 Strategy and Action Plan; which was implemented in the organization and externally.



1.3 Development of Indigent Policy

During the financial year under review, the Office kick-started drafting of an Indigent Policy. The purpose of the policy was to give a guide on how the Municipality was to deliver services to indigent people in the city. By the end of the financial year under review, the policy was ready for submission to Council for approval.

1.4 Coordination & Implementation of Corporate Governance Initiatives

It can be reported that coordination and implementation of planned Corporate Governance Initiatives was impacted by the Covid-19 pandemic. However, the Office managed to facilitate for a governance assessment exercise and a score of 85% was achieved. This is a 3% improvement from the previous year's score of 82%.

1.5 Organizational Planning and Performance Review

The Office managed to facilitate for development of the 2020/21 Annual Operational Plans (AOPs) as well as monitored implementation thereof. During the reporting year, the Office further conducted a mid-term review of the City of Manzini's Integrated Development Plan (IDP) and a report was compiled and presented to Council.

1.6 Coordination and Production of 2019/20 Annual Accountability Report

In line with the Municipality's continued culture of accountability and transparency, the 2019/2020 Annual Report was developed and distributed in hardcopy and soft copy format to stakeholders. A total of (50) hard copies were printed and distributed during the 2020 Annual General Meeting (AGM). A link was also created and forwarded to over 3,000 ratepayers in the form of a Bulk SMS. The link was also shared to stakeholders during the AGM. Furthermore, the report was emailed to some stakeholders. A copy of the report was also uploaded on the Municipality's website.

1.7 Coordination of 2020 Customer Satisfaction Survey

Terms of Reference (ToRs) were developed for engagement of professional services towards conducting an external customer satisfaction survey. However, consultancy services could not be procured due to the Municipality's unfavourable financial position as a result of the Covid-19 pandemic. However, the Office went ahead and developed an external customer satisfaction survey questionnaire which was distributed by email as well as circulated during the 2020 Annual General Meeting (AGM) and 2020 stakeholder budget submissions meeting. In view of a low response rate in relation to the above-stated approaches, the Municipality



resorted to administering the questionnaire telephonically; resulting in a total of 382 questionnaires being completed by end of the reporting year. The Municipality was preparing to start analyzing the questionnaire responses at the time the financial year came to an end.

1.8 **Establishment and Coordination of Sister-City Relations**

As part of Council's drive towards benchmarking and learning best practices, plans were put in place during the reporting year towards strengthening relations with sister cities in the African continent whilst also pursuing new relationships. However, the outbreak of the Covid-19 pandemic made such efforts difficult. The Municipality, however, did manage to hold preliminary discussions towards a new sister city relationship with a United States municipality as well as a local one. Draft Memorandum of Understanding were developed, however, such relations had not yet been finalized by the end of the financial year under review.



1.9 **Development and Implementation of Communication Policy**

A draft Communication Policy was developed and at the end of the reporting period it was being prepared for presentation to Council.

1.10 **Hosting of Mayoral Event(s)**

A draft Mayoral events concept paper was developed for purposes ofi dentifying possible events that could be undertaken. A number of possible events were identified. However, this exercise could not proceed further due to Covid-19 Regulations which banned sporting events.

1.11 **Stakeholder Budget Consultations**

As part of the Municipality's participatory budget approach, a stakeholder budget consultation meeting was facilitated and stakeholders who managed to attend made their inputs. The Municipality facilitated for more submissions to be collected through its social media platform (Facebook) and more submissions were collected. Stakeholders were appreciative of the social media initiative; more so because it is not always possible to attend physical meetings.

1.12 **Local Economic Development (LED)**

The Municipality pursued various activities in its endeavour to facilitate economic growth and empowerment of citizens. The activities below were undertaken during the reporting year;

- **Public Private Partnerships (PPPs)** - The Office continued to coordinate development of the Fairview Mixed-Use Commercial Centre project through a Public Private Partnership (PPP) model. The Heads of Agreement (HoAs) were finalized and signed by partners and an Environmental Impact Assessment (EIA) report obtained. By the end of the reporting period the Municipality, together with its development partner, were in negotiations with a possible financier.

- **Construction of Bosco Bridge –** In view of diminishing sources of finance (e.g. the World Bank) towards capital projects in the local municipal space, the Municipality devised innovative ways of mobilizing funds. The Municipality adopted a Public Private Partnership (PPP) approach towards resource mobilization for its capital projects. Processes towards engaging a private developer to undertake the construction of the



Bosco Bridge and other roads packages (rehabilitation of Southern Distributor road, Mimosa road and Tikhuba road) in the form of a Private Finance Initiative (PFI) model were implemented. A partner developer was identified and it agreed with the model. By the end of the reporting period, the Municipality was working on signing the prerequisite documents to enable execution of the project.

- **Mkhosi Township Project -** The Municipality coordinated and monitored the disposal of serviced plots at the newly developed Mkhosi Township. At the end of the financial year under review, a total of (94) plots had been paid for in full. The Municipality also attended to summons from Parliament wherein (13) people had submitted a petition against the project. In light of a Parliamentary directive to the Ministry of Housing and Urban Development, the Municipality coordinated implementation of a Commission of Enquiry. The Commission was still working on its report by the end of the reporting year.




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B. 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. These services (except the legal and governance services) are provided through the Municipality's full-time security personnel, a private security company that is contracted to Council as well as collaboratively with the Royal Eswatini Police Service (REPS). The ultimate goal is to ensure safety and public order within the City of Manzini.

2.0 HIGHLIGHTS OF ACHIEVEMENTS

2.1 Coordination of Statutory Council Meetings

In compliance with statutory legal requirements and in keeping with the dictates of the Urban Government Act 1969, Council is expected to sit on a monthly basis in what is referred to as Statutory Council Meetings. It is during these meetings that debates on pertinent municipal issues are conducted, resulting in sound service delivery resolutions being passed. During the year under review, a total of twelve (12) Statutory Council Meetings were convened. Additionally, five (5) Special (Extra Ordinary) meetings were held. In total, fifty-four (54) Council resolutions were passed during the reporting year.

2.2 Coordination of Council Legal Matters

In pursuit of her mandate, Council is required to institute legal proceedings against non-complying stakeholders whilst also defending claims or actions instituted against her. During the reporting financial year, Council got involved in four (4) legal matters; most of which dated back a number of years. A total of two (2) cases were presided over by the Magistrates Courts, one (1) by the Industrial Court and one (1) was heard by the High Court. A majority ofl egal matters were still under judicial consideration by the end of the reporting financial year; and these were quite old owing to a backlog of cases in the country's Courts.

2.3 Safety and Security Services

2.3.1 Coordination and Facilitation of Citywide Security Services

During the year under review the Municipality continued with the delivery of public order and nuisance abatement services throughout the city, as guided by the Urban Government Regulations and other relevant municipal legislation. Kwekwe Security Rangers, a private security company, was contracted on a two-year period ending on the 31st March 2021 to deliver this service on behalf of the Municipality. A number of activities and interventions were implemented to ensure public order and safety were maintained in the city.



A table showing enforcement of public order and nuisance abatement laws during the reporting year;

Public Order & Nuisance Abatement Services	Transgressions & Interventions
Control of Stray Animals from Townships	(273) stray cattle were impounded and (8) stray dogs were removed from the city streets
Illegal Trading	(5,584) cases of illegal street vending were handled
Nuisance Cases	(67) cases of public littering were reported and actioned
Criminal Cases	(6) Assault cases were reported to the Royal Eswatini Police Service for further processing. These were assaults inflicted by offenders on the Kwekwe Security Rangers
Noise and open Burning Cases	(109) customer service requests in relation to noise, open burning and other issues were received and accordingly actioned during the reporting year

2.3.2 Facilitate for the implementation of Public Order, Safety and Security initiatives

The Municipality continued to collaborate with Manzini stakeholders in the fight against crime. The following crime prevention initiatives were undertaken during the year under review;

i) A crime prevention awareness session was conducted with Council employees wherein a total of (84) employees attended.

ii) Two (2) crime prevention awareness sessions were held with private security companies that were contracted by Council. A total of (48) security guards attended.

iii) One (1) crime prevention sensitization session was facilitated targeting liquor establishment operators. The crux of the discussions was centered on the control of noise from their customers.

iv) Three (3) meetings were held with the Manzini Business Community Crime Prevention Forum. These meetings are held quarterly.

v) One (1) crime prevention workshop was held in collaboration with the Manzini North Youth Crime Prevention Group.



2.3.3 Maintenance of Public Order

Four (4) public gatherings were permitted by Council during the year under review. However, three (3) of them were characterised by acts of violence and participants had to be dispersed by the Royal Eswatini Police Service. On another note, four (4) illegal public gatherings were reported to the Royal Eswatini Police Service. Three (3) of them had been organised by public transport workers whilst one had been initiated by some of the informal traders. Again, the Royal Eswatini Police Service was able to efficiently manage the situation.

2.3.4 Strengthening of Collaborations with Manzini Police

Two (2) meetings were successfully held with the Royal Eswatini Police Service; the purpose of which was to strengthen collaborations in the fight against crime in the city. As a result of the strengthened collaborations, the Royal Eswatini Police Service later on facilitated training for (37) city rangers on how to properly effect arrest.

C. HUMAN RESOURCES AND ADMINISTRATION

The Municipality's Human Capital and Administration portfolio is pursued through the Human Resources Section, Quality Assurance unit, ICT and Registry Office. All of these are under the Corporate Services Department. The Section ensures that the organization's administration is appropriately functioning; the ultimate goal being to ensure quality service delivery to stakeholders.

3.1 Quality Management System

The Municipality continued with implementation of the ISO 9001:2015 Quality Management System (QMS) in an endeavor to optimize service quality; the ultimate goal being customer service satisfaction. Indications are that the QMS has resulted in significant improvement by the Municipality in the sphere of Stakeholder Relationship Management; particularly with regard to stakeholder interaction with the organization. Improvements have also been noted on the management ofi nternal service delivery processes and turnaround times. Continual training of employees on customer focus during the reporting year and in previous years yielded the desired results. During the reporting financial year, the Municipality's main focus was on activities that were aimed at strengthening system performance, system monitoring and evaluation and continual improvement. Internal quality audits, management reviews and quality meetings were held during the reporting year. An external quality certification audit by TUV Rheinland (RSA) was also undertaken wherein the Municipality achieved a clean audit with only five (5) positive observations and one (1) opportunity for improvement. These audit results were reflective of a great system improvement.



3.2 Human Resources Management

A number of human resources programmes were implemented during the reporting year notwithstanding Covid-19 related interruptions. These are highlighted below;

3.2.1 Employee Wellness Programme

In an effort to ensure a healthy and balanced workforce in the organization, the Municipality continued with implementation ofi ts 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 purposes of achieving service delivery improvement. During the reporting year, the organization rolled out the following activities under its Employee Wellness Programme;

Breast and Cervical Cancer awareness - In commemoration of Breast Cancer Awareness month, a breast and cervical cancer awareness session was held for all employees. The session was aimed at sensitizing employees on the different kinds of cancer, namely; Breast, Cervical and Prostrate cancer. A total of 104 employees attended the session.

World Aids Day - The organization joined the world in commemorating World Aids Day in December 2020. An HIV and AIDS awareness session as well as free HIV testing and counselling were facilitated for employees in collaboration with Aids HealthCare Foundation (AHF) Eswatini. Employees were, amongst others, empowered with information on the country's status in relation to HIV and AIDS as well as latest developments with regard to HIV prevention. A total of 105 employees attended the session. Employees were also offered an opportunity to take HIV tests subsequent to counselling by AHF Eswatini.



Management of Covid-19 Impact in the Workplace



Soon after the Covid-19 virus was reported by the national Government to have hit the country, the Municipality sprung to action and put together a comprehensive workplace response to the virus. An internal Covid-19 Task Team was established and given clear Terms of Reference that were aimed at suppressing the spread of the virus both within the organization and in the City of Manzini. On the workplace front, the Human Resources Section, which formed part of the Task Team, played a pivotal role in the rollout of a number of Covid-19 preventative measures. These included but were not limited to provision of hand sanitizers in strategic areas within the civic centre for access by both employees and customers, provision of face masks to all employees, provision of Covid-19 temperature screening equipment as well as conducting a number of Covid-19 employee awareness sessions. Five (5) employee sensitization sessions were conducted during the reporting financial year. The civic offices were also disinfected as and when necessary. As a means to ensure physical distancing in the workplace, a Work-from-Home Policy was also developed and implemented. Only eleven (11) Covid-19 cases were confirmed in the organization during the year under review and all infected employees recovered and returned to work. There were no Covid-19 related fatalities within the organization.



3.2.2 Training and Development

The organization continues to empower its employees by enrolling them in short-term and medium-term refresher courses that are aimed at capacitating them in their fields of work. This is meant to improve personal and organizational performance. Training needs were consolidated in line with organisation strategic objectives and in consultation with Heads of Department. A training plan was developed in line with the budget and implemented as follows:



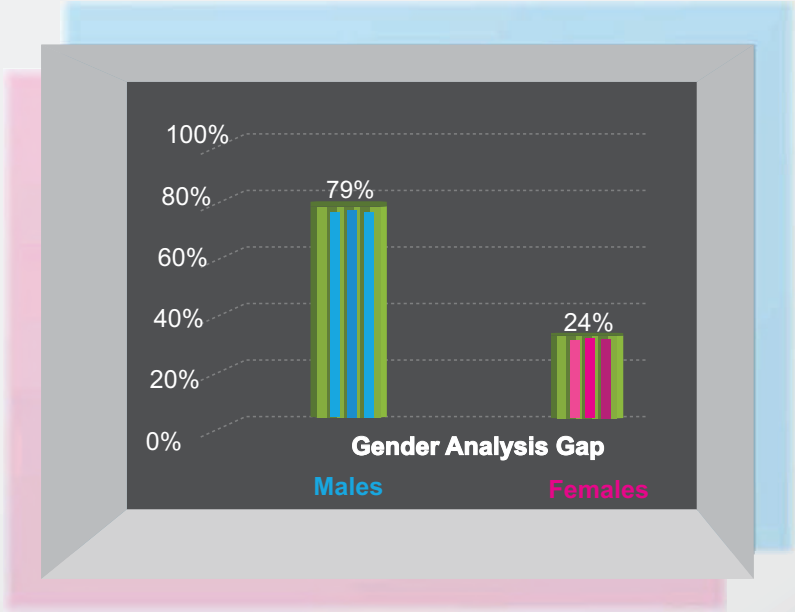






3.2.3 Staff complement & gender analysis

DEPARTMENT	MALES	FEMALES
Office of the CEO	3	3
Corporate Service	21	14
Finance	9	5
Community Services	34	17
Technical Service	111	12
TOTAL	178	53



A table showing training undertaken by employees;



3.2.4 Staff Turnover Statistics

Turnover Statistics April 2020 up until May 2021

Month	Resignations	Retirements	Contract End-None Renewed	Deaths	Dismissals	Total Turnover
Apr	0	0	0	0	0	0
May	0	0	0	0	0	0
Jun	0	0	0	0	0	0
Jul	0	0	0	0	0	0
Aug	0	0	0	0	0	0
Sept	0	0	0	0	0	0
Oct	0	0	0	0	0	0
Nov	0	0	0	0	0	0
Dec	0	0	0	0	0	0
Jan	0	0	0	0	0	0
Feb	0	0	0	0	0	0
March	0	0	0	0	0	0
April	0	0	0	0	0	0
May	0	0	0	0	0	0
Total	2	3	7	1	0	13

Turnover rate was at 4.3

3.2.5 Turnaround Strategy Implementation

The organisation is continuing with implementation of the organizational Turnaround Strategy (TAS). However, with the year 2020 having been disrupted by the Covid-19 pandemic, implementation had to be deferred to the next financial year. By the end of the reporting year, implementation was at its final stages and almost 70% of the employees had been migrated into the new organizational structure.

D. PUBLIC INFRASTRUCTURE SERVICES

Due to the reporting financial year being a period that was challenged by the 1st Phase of the Covid-19 virus outbreak, with limited availability of Council resources, the Municipality's main focus was largely on the maintenance of existing infrastructure and improving efficiencies in operations; while ensuring a safe working environment for its employees. Infrastructure that the Municipality managed to deliver was guided by the 5-year Manzini Integrated Development Plan (IDP) which came into effect during the 2019/20 financial year.


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4.0 HIGHLIGHTS OF ACHIEVEMENTS ON INFRASTRUCTURE SERVICES

4.1 Installation of High Mast Light for Zakhele/2-Sticks Township

Quotations were received from local and South Africa-based suppliers towards the installation of a high mast light at Two Sticks Township under Ward 1. The selection of the qualifying supplier was made during the year under review. By the end of the reporting period the procurement process had commenced.

4.2 Redesign of Citywide Road Infrastructure - Phase 1

Requests for Proposal and Terms of Reference towards the redesign of citywide road infrastructure were completed and advertised. The procurement of a consultant was completed and a qualifying consultant identified and ready for engagement by the end of the reporting financial year. By the end of the reporting period the engagement process had commenced.



4.3 Concrete Lining of Earth Drain along Logwaja Street

Standard designs and specifications were completed towards concrete lining of an earth drain along Logwaja street, a gravel road under Ward 8. Bills of Quantities for seeking quotations were completed and made ready for public advertising. The project was, however, put on halt due to the possibility of upgrading the road to a tarred road.

4.4 Construction of Storm water Drainage on Mhlaba and Lishongololo Streets

This project was included under the Citywide Roads Redesign (Phase 1) project and prioritized. Implementation of the project has been re-budgeted for under the next financial year (2021/22) budget following completion of the final designs.

4.5 Improvement to Plumbing and Sanitary Works at the Main Bus Rank Public Toilets

Minor maintenance works were undertaken at the Main bus rank public toilets. However, the project which entailed improvements to plumbing at the facilities was put on halt after realizing that there was a huge Planned Unit Development (PUD) that was being planned on the Manzini Main Bus Rank site.

4.6 Rehabilitation Works at the Main Bus Rank Shopping Complex Building

Minor maintenance works were undertaken at the Main bus rank shopping complex. Planned rehabilitation works were put on halt upon realisation that there was a huge Planned Unit Development (PUD) that was earmarked for the Manzini Main Bus Rank site.



4.7 Construction of Pendray Park Toilets (Trelawney Park)

Toilet structure layout, architectural drawings and design were completed. Same with the layout of footpaths. Material take-off and Bill of Quantities were also completed. Construction was set for commencement during financial year 2021/22.

4.8 PPP Construction & Rehabilitation of Selected City Roads and Bridges (Bosco Bridge Construction).

A Request for Proposals (RfP) and Terms of Reference (ToRs) were completed towards construction and rehabilitation of selected city roads and bridges (Bosco Bridge Construction) in the form of a Public Private Partnership (PPP). Procurement of a Public Private Partnership (PPP) partner was completed and a qualifying contractor identified. The contractor was ready for engagement by the end of the reporting period and negotiations were in progress. Project funding and the repayment guarantee was prepared and approved by Council. Contract signing and construction commencement was scheduled for financial year 2021/22.



4.9 Reconstruction of Samuel Street Bridge

Designs and specifications towards the reconstruction of Samuel Street Bridge were completed. Requests for Quotations were released and evaluation of submissions completed through Council's design and supervising consultants. Commencement of the project was, however, delayed by the Covid-19 partial lockdown which was pronounced by the national Government. By the end of the reporting period the engagement process towards commencement of construction works had begun.

4.10 Installation of LED Traffic Lights at Post Office and SNAT Building Intersection

Designs, specifications, quantifications towards the installation of LED traffic lights at the Post Office and Swaziland National Association of teachers (SNAT) Building were completed. Quotations for the supply of LED traffic lights were received. However, the project commitments were put on halt during the reporting financial year.

4.11 Installation of Palisade Fencing at Cemetery B

Specifications and quantifications were completed towards the installation of palisade fencing at Cemetery B. Quotations were also received during the reporting period. Project commitments were, however, put on halt. As a provisional alternative, pine trees were planted around the cemetery perimeter. The installation of palisade fencing was postponed until the Municipality was in a position to have a gated cemetery.



4.12 Replacement of Brush-cutter Machines

Quotations towards brush-cutter machines replacement were sought and received. Twelve (12) brush-cutter machines were purchased during the financial year under review.

4.13 Manzini Paid Parking Contract Monitoring and Management

Central Business District (CBD) Paid Parking operations through an outsourced service provider proceeded well; albeit with minor exceptions. Operations had to close down for six (6) months as a result of a national Government-introduced Covid-19 partial lockdown. Operations resumed in September 2020. It can also be reported that monthly remittances and accompanying reports were received on time. A need to explore possible extension of the CBD paid parking zone as a result of increased developments and parking demand was noted.



4.14 Building Plan Approval and Construction Monitoring

Monitoring of construction activities proceeded well throughout the reporting year and a total of 179 Building Plans were approved with a combined value of E150 million. This is E21 million less than those approved during the 2019/20 financial year. The table below indicates building plans that were approved during the reporting year;

Building Type	No. of Building Plans		Estimated Amount	
	2020/2021	2019/2020	2020/2021	2019/2020
Residential	95	101	E 59,552,735	E 80,572,775
Commercial	24	43	E 40,366,500	E 79,802,300
Boundary Walls	41	42	E 6,708,570	E 5,967,500
Institutional	14	4	E 42,248,250	E 3,344,000
Other	5	71	E 1,153,500	E 1,373,000
TOTAL	179	261	E 150,029,555	E 171,059,575


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4.15 Construction of Meter Boxes for Unmetered Streetlights

Construction of meter boxes for streetlights that were previously not metered was prioritized and completed during the year under review.

4.16 Rehabilitation of Care Points through CONCO Donor Funds

CONCO Limited supported the rehabilitation of seven (7) Care Points within the city through a grant that was extended to the Municipality. These were Murray Camp, Mangwaneni, Moneni, Zakhele, Ngwane Park, Ticancweni and Masekweni. The project scope included the fabrication and installation of play items, repair and painting of walls, ceilings and doors plus power (electricity) installation and connections to four (4) Care Points. The value of the donation was E100,000.



E. 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 ON URBAN PLANNING AND COMMUNITY SERVICES

5.1 Urban Development Planning

5.1.1 Processing of Special Consent Applications

A special consent is generally defined as an additional use right permitted in terms of a scheme in a particular zone with the consent of the Municipality. In the financial year 2020/2021, the Municipal Council of Manzini received and processed a total of nine (9) special consent applications. This is a decrease from the previous financial year wherein a total of twenty-three (23) special consent applications were received and processed. All the received applications were conditionally approved. Three (3) of the processed applications were for vehicle wash areas; three (3) were for multi-family dwelling units and one (1) each was for a pre-school, outbuilding and bottle store. The Municipality also received eight (8) special consent renewal applications; four (4) of which were for guest houses; two (2) for pre-schools and one each was for a vehicle wash area and multi-family dwelling unit.

5.1.2 Processing of rezoning applications

The Municipality commenced with the process of reviewing the Manzini Town Planning Scheme, 2013 as mandated by the Town Planning Act of 1961. Since this process was still underway during the reporting year, applications for rezoning were not processed.

5.1.3 Processing of Property Sub-Division Applications

During the financial year under review, the Municipality received and processed six (6) subdivision applications. This marks a decrease from eighteen (18) that were received during the previous financial year. Two (2) of the applications were from Ngwane Park Township, two (2) were from Springle Farm, one (1) was from Farm 9 and the last one was from Extension 6. The Municipality has noted an increase in the number of subdivision applications particularly from Ngwane Park; which situation may mean one of many things including a need for land and/or an increase in the cost of maintaining property, etc.

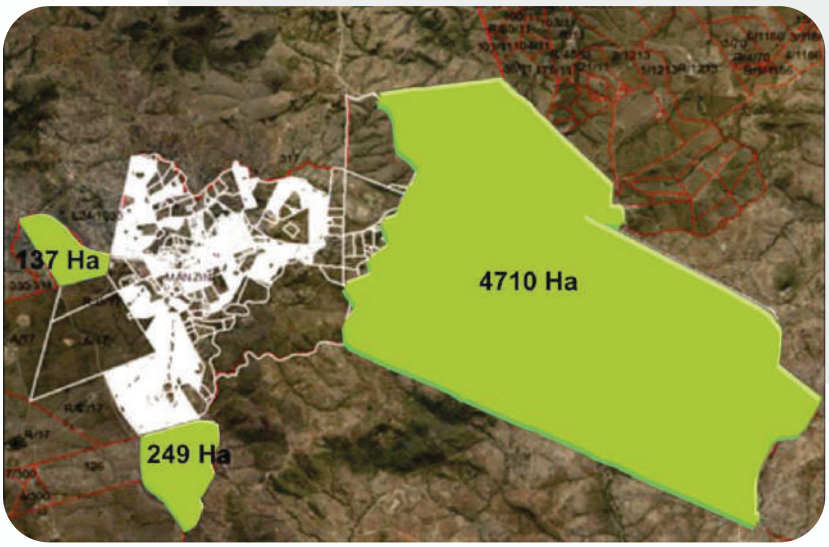
Seven (7) of the sub-division applications were approved whilst the rest were either deferred or denied.

Table showing processed Sub-division applications;

Plot Number	Status
1. 295 Ngwane Park	Approved
2. 2/272 Manzini	Approved
3. 5/273 Springle Farm	Approved
4. 2/273 Springle Farm	Deferred
5. 14/273 Springle Farmk	Approved
6. R/23/9 Manzini	Approved
7. 563 Ngwane Park	Denied
8. 542 Extension 6	Approved
9. R/40 Ngwane Park	Approved

5.1.4 Extension of Urban Boundaries

The Municipality managed to put together an Urban Boundary Extension Plan to be submitted for review, comment and approval by the Ministry of Housing and Urban Development. The total number of farms that are included in the proposed expansion are three hundred and twenty-three (323); over 90% of which are located in the northern part of Manzini. The extent of the expansion is approximately 4900 hectares.



5.1.5 Establishment of New Cemetery

Processes towards establishment of the Manzini multi-cultural cemetery continued during the year under review. An Environmental Impact Assessment Scoping Meeting was held wherein different stakeholders were briefed about the project. An Environmental Impact Assessment was also conducted and a report submitted to the Eswatini Environment Authority (EEA). All issues that were raised by the EEA were accordingly attended to and a revised Impact Assessment Report submitted for EEA's consideration. By the end of the reporting year, a draft preliminary layout design of the proposed cemetery was available.

5.1.6 Manzini Town Planning Scheme Review

The process of review of the Manzini Town Planning Scheme continued during the year under review. A draft Volume 1 (Background Study) was produced. Community engagement could not be carried out as a result of the Covid-19 pandemic lockdown restrictions which prohibited gatherings. However other stakeholders such as utility service providers and relevant line ministries and departments were engaged through the use of technology such as emails, Zoom and Microsoft teams.

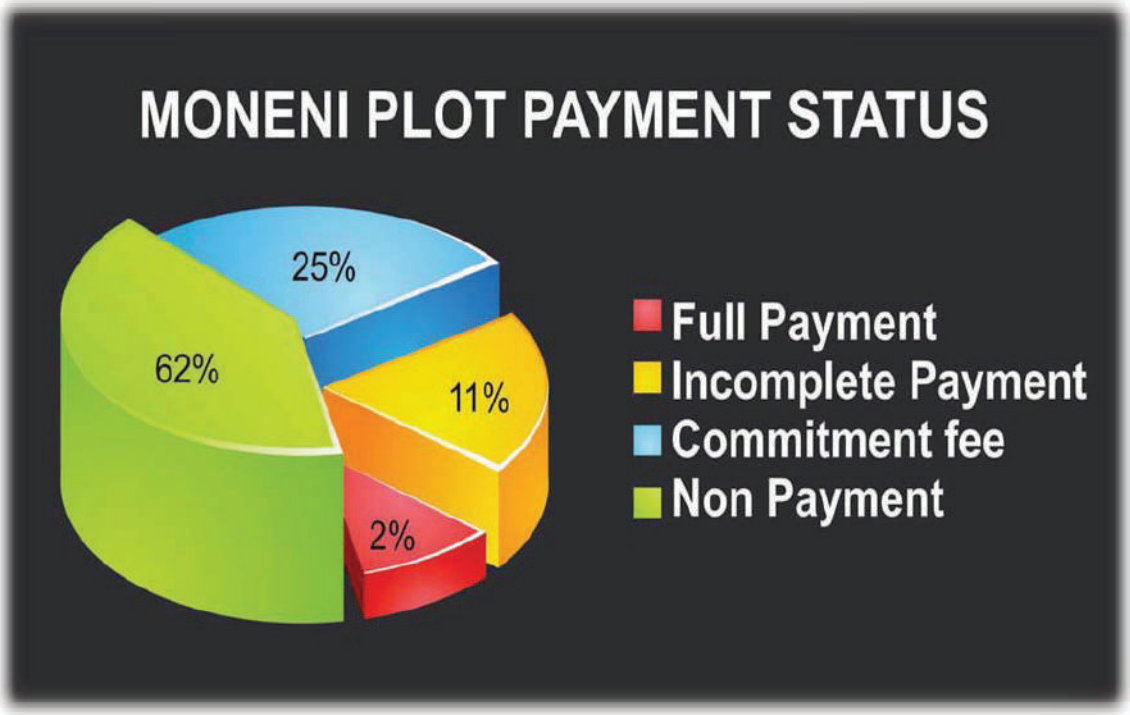


5.2 Human Settlements Development

5.2.1 Moneni Urban Development Project

The Moneni Urban Development Project-Package 16 is a national project that was funded by the national Government; the objective being to ensure that residents had proof of tenure through the 99-year leasehold. The project scope covered the installation of infrastructure, namely; access to clean running water, sewer reticulation and road infrastructure. The installation of infrastructure began in 2006 and was completed in 2009. At the end of the project the farm had a total of five hundred and eighty-six (586) plots; of which two hundred and eighty-six (286) were allocated to heads of household while the remaining (300) had still not been allocated by the end of the reporting year. The project has been marred with a myriad of challenges which relate to relevant traditional authorities, illegal construction and misaligned plots. These challenges resulted in delays in project completion. However, a breakthrough was experienced in 2018 when the first residents were given letters of offer, which marked the first step towards payment for the plots. During the reporting financial year, a total of ten (10) residents collected their letters of offer; which culminated in a total of one hundred and seventeen (117) residents that had collected their letters of offer. Out of these, two (2) had made full payment towards their allocated plots, thirteen (13) had paid partially, while twenty-nine (29) had paid a commitment fee of E400. Seventy-three (73) had not paid at all.

The pie chart below summarizes the payment status;



5.2.2 Mkhosi Township Development

The Municipality conceived the Mkhosi Township Development project with an objective to empower Emaswati citizens towards home ownership. The Municipality raised private funding and own-source funding amounting to E17 million; which funds were utilised to establish infrastructure services that delivered (105) residential plots under Mkhosi Township Phase I. The residential plots were conditionally pre-allocated by the national Government through the Crown Land Disposal Committee. By the end of the reporting financial year, a total of ninety-nine (99) plots had been fully paid up.



5.2.3 Mangwaneni Informal Settlement

During the reporting year the Municipality engaged the Mangwaneni community in relation to provision of ablution facilities in the Mangwanweni Informal Settlement. Engagements were held with the community leadership towards crafting short-term and long-term solutions to the public health challenges that confront the community. Suitable sites for temporal toilets were identified and digging and concrete slab casting were facilitated. By the end of the reporting year, the Municipality and the community were working collaboratively with the Manzini North Inkhundla towards sourcing funding for the development of permanent toilet facilities.

5.3 City Economic and Social Development

5.3.1 Local Economic Development (LED) programme

The Municipality planned a number of initiatives that were aimed at developing Manzini city's economy through the Local Economic Development (LED) programme. The purpose of the programme was to facilitate economic development from the grassroots (community level) through a bottom-up approach; the ultimate goal being improvement of the quality of life of local citizens. The process of rolling out LED requires that Council coordinates and facilitates stakeholder engagement at the local level for purposes of planning towards economic growth stimulation, economic empowerment of the local people and making headways towards poverty eradication in line with the United Nations Sustainable Development Goals. The following activities were undertaken as part of the LED programme during the reporting year;

- **Manzini Trade Hub Operationalization and Management** -
  The Manzini Trade Hub commenced operation in January 2021 and the Municipal Council of Manzini was tasked by the national Government with its operationalisation and management on a trial run for a period of 12 months. On average, the Trade Hub is used by a total of eight hundred (800) Small Micro and Medium Enterprises (SMMEs) on a monthly basis. These conduct trade in a variety of handicraft products twice a week.



- **Flea Market** - The Municipality managed to host two (2) flea markets; one of which took place along Louw Street (between Ngwane and Nkoseluhlaza streets) and the other was hosted at the King Somhlolo Park in partnership with the Manzini Regional Administration Office. This indicates a decrease from five (5) that were hosted during the previous financial year; and the decline is attributed to the Covid-19 restrictions. A total of fifty-three (53) small business people participated in the flea market; which marks a decrease from (422) that participated in the previous financial year.

- **Covid-19 SMME Relief-** In response to the negative impact of the Covid-19 pandemic on the small scale business sector, Council collaborated with a number of social partners towards provision of assistance to traders in this sector. World Vision Eswatini and the United Nations Development Programme (UNDP) were engaged to assist with financing and securing infrastructure for the informal sector. Over two hundred (200) informal traders in the City of Manzini benefited from a three-month financial aid programme that the Municipality managed to facilitate through these partnerships. Furthermore, Council approved the suspension of vending rental fees for a period of three months as a form of relief from the impact of the Covid-19 effects.

- **Youth Empowerment Programme** (Imali Ngetibi Programme) **-**The Municipality, in conjunction with Eswatini Fair Trade (ESWIFT), received funding from the Eswatini Environment Authority (EEA) Environmental Fund to the tune of E100,000.00. The funds were invested into a youth plastic recycling programme that is known as Imali Ngetibi Programme. The project aims at enabling the youth to create wealth out of waste. The Municipality identified twelve (12) participants for the programme; and these were picked from the 12 municipal wards. The participants were capacitated with entrepreneurial skills and further provided with working premises, equipment and tools. The operation commenced and it is based within the Municipal abattoir premises.

- **Celebration of the International Day of Disabled Persons -** Council managed to facilitate hosting of the Disability Day in partnership with the Deputy Prime Minister's (DPM's) Office. Other partners were the various persons with disability associations as well as Cheshire Homes. The Municipality made representations on results of a disability survey that had been conducted during the previous financial year. Presentations covered topics such as service delivery and legislations in relation to persons with disability. Cheshire Homes presented on Wheelchair Basketball – which was aimed at promoting the sport to stakeholders present. Participants included caregivers, community police and rural health motivators. Forty-three (43) people participated in the event.



- **Sukuma Youth Entrepreneurship Programme** - Following the selection and training of youth from wards 3 and 4, a total of three (3) business proposals were received from the youth. An evaluation panel for the proposals was appointed and evaluation carried out. The evaluated proposals were received from Handy Arts and Crafts, Sthupha Mobile and Swazee Investments. The Evaluation Committee recommended that all the proposals benefit from the Fund. The Committee further recommended that Council also provides business growth support through provision of office space and business incubation from partners who are involved in business development. The recommendations had been submitted for approval by the end of the reporting year.

5.3.2 Social Development

The Municipality managed to attend to a total of seven hundred and thirty-nine (739) Orphaned and Vulnerable Children (OVC) and further provided them with assistance on issues of sexual and physical abuse, securing of children's personal identity documents as well as provision of counselling and psychosocial support to children and elderly that take care of vulnerable children. The Municipality further continued to support homeless and mentally challenged people within the inner city of Manzini through facilitating for the provision of face masks, hand sanitizers, food and medication.



F. ENVIRONMENTAL HEALTH AND SOCIAL WELFARE SERVICES

The local government delivers environmental health and social welfare services through the Community Services Department. Through this function, the Municipality is able to ensure identification and control of health hazards, sound environmental management, promotion and enhancement of public health and social wellbeing of city residents.



6.0 HIGHLIGHTS OF ACHIEVEMENTS ON HEALTH AND ENVIRONMENTAL SERVICES

6.1 Municipal Laboratory Accreditation

As part of facilitation for the accreditation of the Municipal Laboratory on the ISO/IEC 17025 Standard, the Municipality received funding from the Ministry of Commerce, Industry and Trade towards participation in the preparedness process for accreditation. The preparatory process involved conducting of internal and external audits and the results gave Council the green light to go ahead and apply for accreditation since the implementation of the ISO/IEC management system was found to be at 95.2%. The Laboratory has contacted SADCAS as part of the application process for the initial assessment. By the end of the reporting year, the accreditation process timelines had been received from SADCAS.

6.2 Laboratory Services

The Municipal Laboratory continued to carryout inspections and monitoring of water and food (Environmental tests) in order to ensure public health within the Manzini urban area. During the financial year under review, the water quality in boreholes, piped water supplied by Eswatini Water Services Corporation and the water quality in rivers crossing the city were periodically monitored through water sampling and analysis. The Municipality further provided services on microbiological analysis of food/swabs and water samples brought in by customers for testing and analysis.

A total of seven hundred and seven (707) water and food/swab samples were collected, tested and analysed for monitoring purposes and the results were acceptable during the time of sampling and testing. This indicates a decrease from one thousand and sixty-nine (1,069) which was recorded during the previous financial year. The water samples include portable drinking water, ground water and surface water. The level of pollution in the rivers crossing the city was also investigated through chemical analysis of samples. However, the results were not acceptable in some parts of the streams as a result of sewer spillages and land use activities next to the streams.

Food Swabs Analysis

A total of four hundred and seventy (470) food swab samples were collected, tested and analysed for the enumeration of bacterial count of micro-organisms for purposes of monitoring the level of hygiene standard practised. Samples included cutlery (food utensils) and people tasked with food preparation in the various food outlets. The food handlers were tested because there is a likelihood of them being exposed to conditions that might introduce hazardous micro-organisms (pathogens and/or toxins) which may allow proliferation of infectious diseases. Of these, a total of twelve (12) food outlets were detected to have a certain level of contamination and were referred to the municipal environmental health inspectors for training, awareness creation and enforcement of compliance.



Hand Sanitizer Compliance Tests



The Municipal Laboratory also conducted hand sanitiser inspections; the purpose of which was to ensure that the Manzini urban area adhered to the Cvid-19 Regulations of 2020 as well as minimise the spread of the corona virus within the city. A total of one thousand four hundred and eighteen (1418) hand sanitizers were tested to confirm whether or not they met the 70% alcohol strength requirement. A total of two hundred and eighty-three (283) business establishments were found to be utilising non-compliant hand sanitizers and were instantly closed and fined as per the Ministry of Commerce, Industry and Trade charge sheet.

6.3 Food Safety and Sanitation

- **Food Grading** - A total of one hundred and ninety-eight (198) food outlets in the city have been graded accordingly. The purpose of this exercise was to encourage businesses to improve food safety standards within the city. It has been noted that ever since this programme was introduced, there has been a great improvement on hygiene.

Below is a summary on the food grading exercise;

TYPE OF BUSINESS	NO OF PREMISES	GRADES AWARDED				
		A	B	C	D	U
RESTAURANTS	88	21	21	26	13	7
BAKERIES	14	2	6	3	3	0
BUTCHERIES	27	9	6	9	1	2
GROCERIES & SUPERMARKETS	69	7	15	55	23	2
TOTAL	198	39	48	6	40	11

- **Food Hygiene Inspections –** The Municipality managed to conduct food hygiene inspections wherein a total of seven hundred and thirty-one (731) outlets were covered. This shows a decrease from one thousand three hundred and seventy-five inspections (1375) recorded during the previous financial year. Out of this number, two hundred and fifty-two (252) were found to be operating under unhygienic conditions and served with compliance notices.

- **Environmental Sanitation –** Council conducted a total of four hundred and seven (407) inspections on non-food establishments wherein seventy-seven (77) were found to be unhygienic and served with compliance notices. This indicates a decrease from the previous financial year wherein a total of one thousand two hundred and eight (1208) inspections were conducted.
- **Issuance of Public Health Reports -** Council managed to process a total of one hundred and forty-four (144) health reports. The consistent downward trend in the number of businesses that request for trading licence health inspection can be attributed to the amendment of the trading licence laws that no longer make it compulsory to submit a health report as part of the requirements for obtaining a trading licence.

- **Food Safety Trainings** - Council hosted a total of five (5) food handlers workshops/trainings for both formal and informal businesses in the city. Two (2) of the workshops were on food safety for liquor outlet operators and the main purpose was to sensitize them on compliance with health standards and adherence to Covid-19 regulations. Two (2) other training sessions were organised in partnership with the Ministry of Commerce, Industry and Trade for the Manzini handicraft traders. The purpose was to sensitise them about health and hygiene issues as well as create awareness on Covid-19 preventative measures. One (1) training session was conducted with focus being on Manzini Market food handlers. They were also sensitized on the Covid-19 pandemic as well as the importance of personal hygiene. The training sessions covered a total of one hundred and twenty-nine (129) businesses.



6.4 Waste Management

6.4.1 Waste Collection and Disposal

During the reporting financial year Council continued with appropriate waste management services at the controlled dumpsite facility which is managed through outsourced services. The activities highlighted below were carried out at the facility;

- Weighing of refuse entering the site for appropriate monitoring and evaluation.
- Efficient waste covering and compacting as per designated cells and in special waste disposal cells.
- Management of recycling companies and processes within the premises as well as dust suppression during dry and windy weather; and litter control.

The total amount of waste collected and disposed of at the Municipal Controlled Dumpsite during the reporting financial year was 7, 396.51 tonnes. This indicates a decrease from 7,679.18 tonnes that was recorded during the previous financial year. Waste recycling activities at the Municipal Controlled Dumpsite reclaimed a total of 169.06 tonnes of recyclable waste. This marks an increase from 130.72 tonnes that was reclaimed during the previous financial year.



HEALTH CARE RISK WASTE (HCRW) - A total of 22.86 tonnes of Health Care Risk Waste (HCRW) was collected twice every week from (47) health care facilities. The waste was treated at the newly procured Municipal Incenarator and further desposed of accordingly.

SPECIAL WASTE COLLECTION - The Municipality continued to provide skip bins in areas where waste is generated at a higher rate and where accessibility by the Municipal refuse trucks is difficult. A total of 1,594 skips were collected within the city.

LIQUID WASTE COLLECTION - Council resumed provision of vacuum tanker services to the citizens of Manzini and surrounding areas following the procurement of a new vacuum tanker. A total of thirty nine (39) loads were collected during the reporting year; twenty four (24) of which were collected within the Manzini urban area whilst fifteen (15) were collected outside the city boundaries.



6.4.2 Controlled Dumpsite Air Space Survey

The Municipality conducted an airspace survey for the Manzini Controlled Dumpsite. The survey was aimed at determining the remaining useful life of the facility; taking into account the amount of waste generated daily against the available space within the facility. Subsequent to the survey, the estimated remaining useful life of the Manzini Controlled Dumpsite was fixed at 11.4 years. With the limited years remaining, the Municipality has commenced processes towards securing another piece of land for a landfill.

6.4.3 Disposal of Hazardous Waste

The Municipality managed to transport and dispose of hazardous waste (flourescent tubes and other light bulbs) in an approved sanitary landfill in South Africa. The total mass of the harzardous waste disposed of was 3,381.5kg.

6.4.4 Establishment and Operationalisation of Manzini Buy-Back-Centre

The Municipality managed to establish a Manzini Buy Back Centre in partneship with a recycling company by the name of AMZ Contractors. The aim was to facilitate for integrated waste management and efficient environmental management through recyling, reuse, reduction, repair and rot. Operations commenced in December 2020. By the end of the reporting year, the total waste received by the buy-back centre was 75,912kg.



6.4.5 Establishment of Waste Composting Programme

The Municpality has established waste composite beds at the Manzini Controlled Dumpsite. Garden waste from residential areas, food waste from restaurants and the main market form part of the inputs for this purpose. A total of three (3) beds have been established and the product will be utilised by the Municipality and the excess will be sold.

6.5 Overgrowth Control on Vacant Plots

In an effort to improve public convenience and safety within the city, the Municipality conducted citywide inspections and identified one hundred and seventeen (117) properties that had overgrown vegetation. The property owners were served with written notices directing them to remove the overgrown vegetation for purposes of improved safety and comfort of neighbouring residents. Council further used the print and social media to caution property owners against overgrowth. It can be reported that one hundred and thirteen (113) property owners complied with the reminders whilst only four (4) were non-compliant. Follow-up inspections were conducted to those that were non-compliant until compliance was achieved.



The high level of compliance is attributed to Council's strengthened partnership with the Magistrates Courts in as far as issuance of Court summonses to offenders is concerned. It can be reported, however, that difficulties continued to be encountered with properties whose owners could not be traced.

6.6 Pound Services

A total of one thousand and twenty-nine (1,029) stray animals were impounded at the Municipal Pound during the reporting year and these were collected from within the Manzini urban area as well as outside the urban boundary. A total of seven hundred and forty-six (746) were brought in by Eswatini Road Safety Council and individuals after being collected outside the Manzini urban boundary and whilst the remainder were collected within the urban area.

Two livestock auction sale were held during the reporting year; with a total of twenty (20) animals sold. These included twelve heads of cattle, seven donkeys and one goat.

6.7 Municipal Covid-19 Response



As part of its strategic objective of improving disaster management, the Municipality provided a comprehensive response to the outbreak of the novel Covid-19 virus which affected countries globally. Effort was made to get as much information as possible from the country's Ministry of Health and the World Health Organization (WHO) about the virus which posed a threat to human life. An internal Covid-19 Response Task team was swiftly established and given clear terms of reference that sought to manage the effects of the virus in the organization and city at large. This was followed by development of comprehensive Covid-19 operational guidelines and action strategy. The plan detailed a number of activities that were to be undertaken as an effort to mitigate the harrowing effects of the virus. Activities that were undertaken included organizational and citywide sensitization and awareness creation of the virus and preventative measures to be taken by employees and citizens, provision of face masks and hand sanitizers to all employees, provision of temperature screening gadgets for use by employees and walk-in customers, provision of water tanks and soap at the main bus rank, social centres and other strategic public spaces citywide, periodic disinfection of civic offices and public facilities such as the bus rank, hospitals, Manzini police station and correctional facility, magistrate's and national courts, municipal market facilities, recreational parks and city centre walkways. Key stakeholders with whom to collaborate were also identified, including the Manzini Regional Covid-19 Team which was headed by the Manzini Regional Administrator, Ministry of Health, Royal Eswatini Police Service, National Disaster Management Agency, churches and several private service providers. Through collaborative efforts with partners, humanitarian aid such as distribution of food parcels and face masks to vulnerable citizens such as the elderly and orphaned and vulnerable children was conducted. The Municipality also conducted Covid-19 compliance inspections amongst the city's business sector with the view to ensure that the right quality of hand sanitizer was applied to customers and employees, hand wash equipment was provided for customers as an alternative to hand sanitizers, both customers and employees wore face masks and that there was adherence to the required physical distancing within the shops and in queues leading to the shop. The level of compliance improved phenomenally with most businesses and, to ensure the use of the required hand sanitizer quality, the Municipality introduced hand sanitizer testing services at its laboratory. As a result of all the above interventions, the City of Manzini managed to suppress the spread of both first and second waves of the Covid-19 pandemic.



MUNICIPAL HIV AND AIDS PROGRAMME

6.8 Health Care Services

The Municipality managed to provide a number of health care services to the citizens of Manzini. These included HIV and AIDS services provided as part of the LaMvelase HIV/AIDS Help Centre Programme. These services ranged from HIV prevention, treatment, care and support as well as HIV/AIDS response coordination.



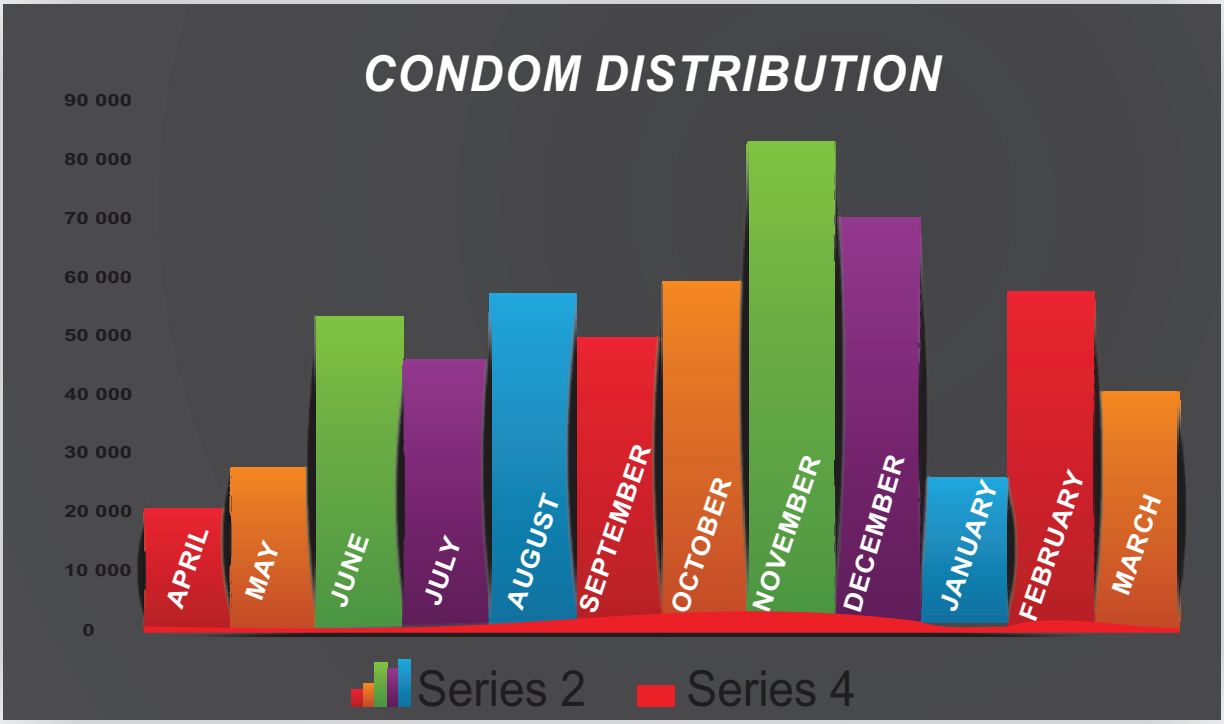
6.8.1 Voluntary Counselling and Testing

HIV Testing remains the gateway for all HIV and AIDS services that currently exist in the country and it is still important for all citizens to know their HIV status despite the ongoing Covid-19 pandemic. The LaMvelase Help Centre, therefore, continued to promote and provide HIV testing services to all clients that sought such services during the reporting year. A total of three thousand four hundred and forty-five (3,445) people were tested during the course of the year.

6.8.2 Condom Distribution

HIV prevention remains critical in containing the spread of HIV and AIDS in the era of Covid-19. Condoms remained the main HIV prevention commodity that existed in the country during the reporting year. The programme managed to ensure widespread availability of condoms through distribution at strategic areas including public toilets in the city. A total of six hundred and thirty-five thousand, five hundred and fifty-nine (635 559) units were distributed during the financial year.

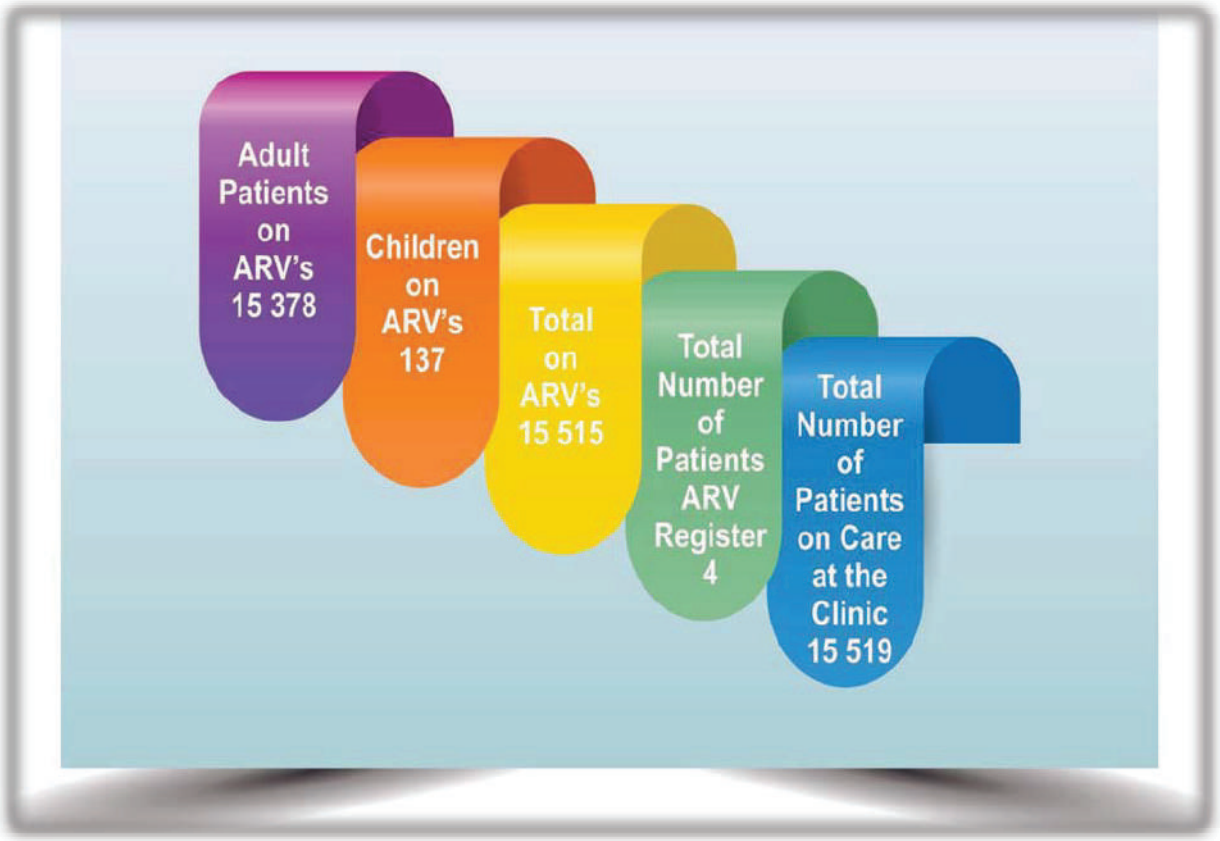
Figure showing condom distribution per month:



6.8.3 Anti-Retroviral Therapy (ART) Services

A total of fifteen thousand, five hundred and nineteen (15 519) people were provided with Anti-Retroviral Therapy (ART) services at the LaMvelase Help Centre by the end of the financial year under review. During the course of the year a file audit was conducted and clients who were identified as being in close proximity with other ART clinics run by AHF (Aids HealthCare Foundation) were transferred to those clinics. This resulted in a drop in the number of clients registered under LaMvelase Help Centre when compared to the one recorded during the previous year. This, however, presents a win-win situation as on the one hand it makes it possible for LaMvelase Help Centre clients to be well managed whilst on the other all clients become closer to their facility. Services provided included Anti-Retroviral Therapy (ART), treatment of opportunistic infections, CD4 count monitoring, viral load monitoring, Sexual and Reproductive Health (SRH) Services, TB testing and Treatment as well as the management of non-communicable diseases such as diabetes.

A table showing distribution of patients under the ART programme



6.8.4 Prevention of Mother-To-Child Transmission (PMTCT) of HIV and AIDS

The Prevention of Mother To Child Transmission (PMTCT) programme remains pivotal towards efforts aimed at curbing the number of infants that get HIV from their mothers during pregnancy, delivery and breastfeeding. The HIV and AIDS programme continued to use the door-to-door approach to disseminate key information on PMTCT to communities within the Manzini urban area. With the help of trained community volunteers, a total of two thousand and fifty-five (2,055) clients were reached during the year under review.

Graph showing PMTCT programme home visits during the reporting year:



6.8.5 Youth Peer Education Programme

The Youth Peer Education Programme is aimed at reaching out to young people residing in the city, both in and out of school, with information on HIV and AIDS as well as other sexual and reproductive health information and services. This is an effort aimed at helping them make informed choices about their lives. Due to the Covid-19 pandemic which hit the country during the reporting year, the youth wing was unable to reach out to the youth. However, regular information desks were placed by the entrance to the LaMvelase Help Centre and a total of (1, 131) young people were reached.





6.8.6 Welfare Services for Children

The Municipality provides a number of child welfare services through the Social Centre Programme which covers eight (8) Manzini urban neighbourhoods. It is worth-reporting that social centre operations were halted in March 2020 alongside the closure of schools as a result of the Covid-19 partial lockdown which was introduced by the national Government countrywide. Operations, however, resumed in September 2020 and they were still running by the end of the reporting financial year. However, they continued under strict Covid-19 preventative protocols. Approximately 1,500 children benefitted at least one meal per day from the eight social centres.

The Early Childhood Care and Development (ECCD) programme (pre-schools) which is operated as a component of the social centres was also closed alongside the closure of schools. It was re-opened in February 2021. The number of children enrolled was two hundred and thirty-one (231).

6.8.7 Social Responsibility

The Municipality took time to appreciate community volunteers for the work they do as part of the LaMvelase Help Centre programme. A total of eighty (80) volunteers received tokens of appreciation from the Municipality. Each volunteer was presented with a E400 gift card for groceries at any Shoprite supermarket together with a hamper that contained a variety of goodies.





G. FINANCIAL SERVICES

7.0 HIGHLIGHTS OF ACHIEVEMENTS

The Finance Department had a number of programmes planned for the 2020/21 financial year. These included rates billing and revenue collection, facilitation of external and internal audits, Service Charges costing, Budgeting, Property Valuation, Warehouse and Inventory Management and Customer Management Initiatives. Maximizing revenue collection continued to be the major objective of the department. It is, however, worth-mentioning that fiscal challenges that were experienced by the country during the reporting financial year resulted in serious cash flow shortfall for the Municipality. Below is a highlight of the Department's performance during the reporting year:

7.1 Rates Revenue Collection Process

Rates assessment and billing for the financial year under review was accomplished for a total of 4,460 properties. A sum of E82 million in rates revenue was expected during the reporting financial year. Collection targets were set wherein 92% and 20% of current rates and arrear rates, respectively, were to be collected. Total rates collection during the financial year under review amounted to over E96 million. This amount comprised of E39 million in General rates and E57 million in Government rates.

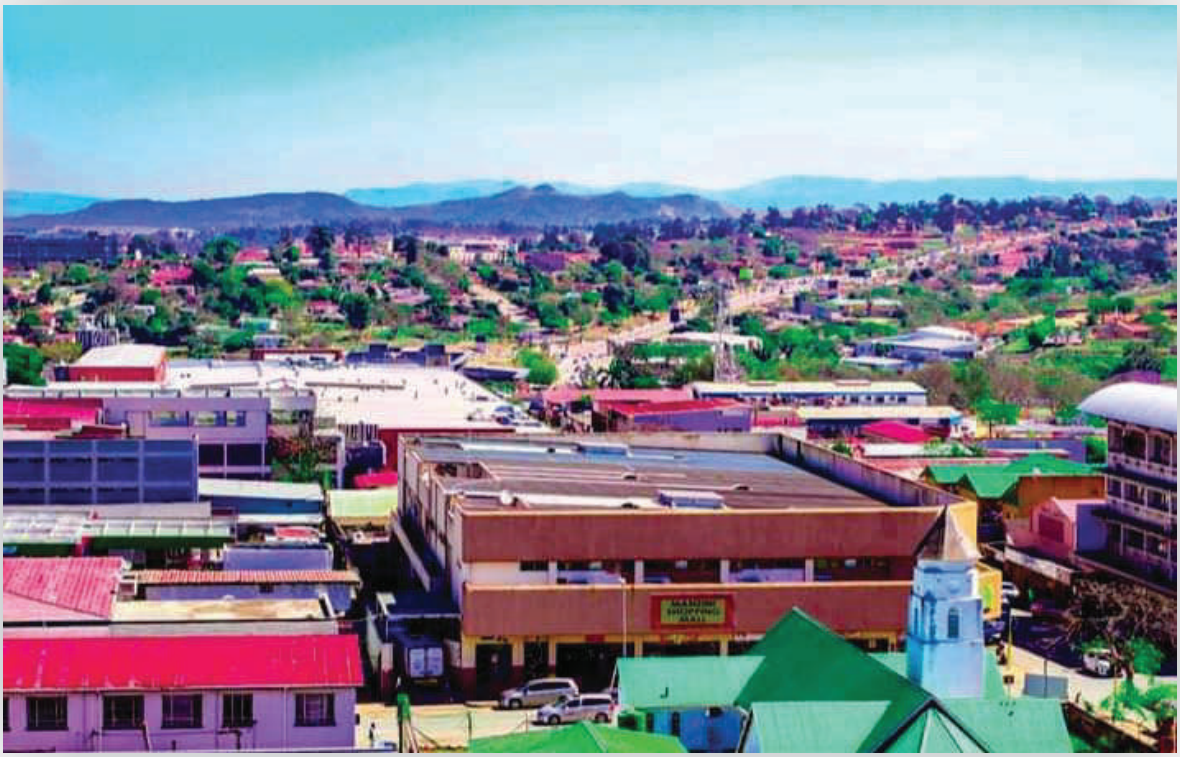


7.2 User-Fees Review Process

A process of review of the Municipality's User Fees commenced during the financial year under review as per Section 77 of the Urban Government Act, 1969. Notices were issued in local newspapers and gazetted during the reporting year. The review covered a period of three years (2021-2023). The proposed review was presented to the Ministry of Housing and Urban Development for submission and endorsement by Parliament.

7.3 General Property Valuation Process

A General Valuation process was undertaken during the financial year under review as per the Rating Act, 1995. A draft Valuation Roll was produced and objections received from affected property owners. A Valuation Court was constituted as per the Act and a total of 532 objections were adjudicated upon. The process produced a new Valuation Roll whose total value was over E5 billion and was to be used for rates assessment during the next five years.



7.4 External Financial Audit

External auditors were engaged and the auditing process produced an unqualified (clean) audit opinion. Financials are shared with stakeholders during the city's Annual General Meeting (AGM) and presented timeously to the Ministry of Housing and Urban Development and other stakeholders.

7.5 Revenue Enhancement Strategy Annual Review

A review of the Revenue Enhancement Strategy (also referred to as a Revenue Collection Plan) was conducted during the reporting year. The reviewed document covered an increase in revenue payment platforms as well as paving a way for a proposed long-term financial strategy. The review process is an annual exercise which will be broadened in the next financial year to include long-term revenue strategies.

7.6 Budgeting Policy Implementation

A budget process in preparation for the 2021/22 budget estimates was undertaken. The process included development of a Budget Plan, commencement of a participatory budgeting session, development of a draft budget, budget approval by Council as well as the submission of draft budget estimates to the Ministry Housing and Urban Development for approval.

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st March 2021

MUNICIPAL COUNCIL OF MANZINI

ANNUALFINANCIAL STATEMENTS
for the year ended 31 March 2021

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MUNICIPAL COUNCIL OF MANZINI

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Nqwane Street, Manzini
P.O. Box 418, Manzini
M200, Eswatini
Tel: 2508 5000
Fax: 2502 3992

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

DIRECTOR FINANCE LETTER TO THE COUNCILLORS

Her Worship the Mayor and Honorable Councillors,

FINAL ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

I have the pleasure to submit final accounts for the year ended 31 March 2021 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)

MUNICIPAL COUNCIL OF MANZINI

STATEMENT OF COUNCILLORS' RESPONSIBILITY
for the year ended 31 March 2021

The Councillors 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 Councillors 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 Councillors 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 Councillors 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 Councillors and other committees. The Councillors 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 Councillors and are signed on their behalf by:

DIRECTOR FINANCE	22 September 2021 DATE
CHIEF EXECUTIVE OFFICER	22 September 2021 DATE
MAYOR	22 September 2021 DATE

pwc

Independent auditor's report

To the Councillors 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 2021 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 2021;
- 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.

Partner in charge T Mason
Resident Partner M Mhlanga
PricewaterhouseCoopers, Rhus Office Park, Kal Grant Street, Mbabane, Eswatini
P O Box 569, Mbabane H100, Eswatini Telephone +268 2404 2861/3 or 2404 3143, Facsimile +268 2404 5015, www.pwc.com

Other information

The Councillors 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 2021". 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 Councillors for the financial statements

The Councillors 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 Councillors 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 Councillors 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 Councillors 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 Councillors.
- Conclude on the appropriateness of the Councillors' 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 Councillors 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: 27 September 2021

MUNICIPAL COUNCIL OF MANZINI

COUNCILLORS' REPORT
for the year ended 31 March 2021

The Councillors have pleasure in presenting their report and audited financial statements of the Municipal Council of Manzini for the year ended 31 March 2021.

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.

MUNICIPAL COUNCIL OF MANZINI

COUNCILLORS' REPORT (continued)
for the year ended 31 March 2021

EVENTS SUBSEQUENT TO STATEMENT OF FINANCIAL POSITION DATE

Starting from 29th June 2021, Eswatini experienced political unrest and rioting seeking democratic reforms in the country. These led into looting and /or vandalizing of business establishments in some parts of the country. Council's properties were not significantly affected in the process.

Council scaled down its operations from 29th June 2021 and resumed normal operations on 06th July 2021. During the scaling down customers were advised to make payments either for services or towards payment of rates through the electronic mediums. But soon after, on 30th June 2021, there were internet connectivity challenges throughout the country resulting in disruptions in the electronic medium platforms.

The Government of Eswatini also imposed a curfew starting from 18:00 hrs. to 05:00 hrs. the following day and advised all businesses to stop operations at 15:30 hrs. Such curfew was subsequently modified to run from 20:00 hrs. to 05: 00 hrs. Council will continue to adhere to these requirements until they are lifted by the Government.

Councilors and Management are monitoring the situation closely, but it has been noted that these recent events do not materially impact the financial position of Council as at the financial year end.

GOING CONCERN

The Councillors 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 Councillors 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 Councillors 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 Councillors are also not aware of any material non-compliance with statutory or regulatory requirements.

Management has assessed the impact of COVID-19 with regards to the going concern of the Council. The services offered by Council are essential and this necessitates that Council continues operating even when there are lockdowns. As such, management is of the opinion that there is no impact on the going concern of the Council.

MUNICIPAL COUNCIL OF MANZINI

COUNCILLORS' REPORT (continued)
for the year ended 31 March 2021

COUNCILLORS

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

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

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	**Physical address**
P O Box 418	Civic Offices
Manzini	Ngwane & Nkoseluhlaza Streets Opp. Waste Centre
M200	Manzini
Eswatini	Eswatini

MUNICIPAL COUNCIL OF MANZINI

COUNCILLORS' REPORT (continued)
for the year ended 31 March 2021

LEGAL ADVISORS

ROBINSON BERTRAM

Postal Address
Robinson Bertram
P O Box 24
Mbabane
H100
Eswatini

Physical Address
Robinson Bertram
Lot 44&45 Ingcongwane Building
Gwamile Street, Swazi Docex 5
Mbabane
Eswatini

MADZINANE ATTORNEYS

Postal address
P O Box 5670
Manzini
M200
Eswatini

Physical address
Second Floor, Office No.2
Sikhulile House
Manzini
Eswatini

S.V MDLADLA & ASSOCIATES

Postal address
P O Box 3798
Mbabane
H100
Eswatini

Physical address
Lot No 306 Lomadvokola Chambers
Cnr Lomadvokola & Nukwase Streets
Mbabane
Eswatini

MUSA M SIBANDZE ATTORNEY

Postal address
P O Box A240
Swazi Plaza
Mbabane H101
H101
Eswatini

Physical address
1st Floor
Development House
Swazi Plaza
Mbabane
Eswatin

MUNICIPAL COUNCIL OF MANZINI

COUNCILLORS' REPORT (continued)
for the year ended 31 March 2021

AUDITORS

PRICEWATERHOUSECOOPERS

Postal address
PricewaterhouseCoopers
P O Box 569
Mbabane
H100
Eswatini

Physical address
Rhus Office Park
Kal Grant Street
Mbabane
Eswatini

BANKERS:

NEDBANK (SWAZILAND) LIMITED

Postal address
Nedbank (Swaziland) Limited
P O Box 11
Manzini
M200
Eswatini

Physical address
Nkoseluhlaza Street
Manzini
Eswatini

STANDARD BANK ESWATINI LIMITED

Postal address
Standard Bank Eswatini Limited
P O Box 1
Manzini
M200
Eswatini

Physical address
Nkoseluhlaza Street
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
First National Bank of Eswatini Limited
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 2021

	Notes	**2021** **E**	2020 E
Revenue	1	**81 396 218**	82 171 990
Other operating income	2	**8 321 892**	8 183 257
Government grants and subvention	2.1	**5 258 872**	4 652 145
Operating income		**94 976 982**	95 007 392
Operating expenditure	3	**(65 362 508)**	(73 003 586)
Operating surplus		**29 614 474**	22 003 806
Finance costs – net	4	**(3 627 720)**	(4 334 750)
Finance income	4	**107 760**	175 710
Finance costs	4	**(3 735 480)**	(4 510 460)
Surplus for the year		**25 986 754**	17 669 056

MUNICIPAL COUNCIL OF MANZINI

STATEMENT OF FINANCIAL POSITION
at 31 March 2021

	Notes	2021 E	2020 E
ASSETS			
Non-current assets			
Property, plant and equipment	6	**285 138 297**	281 418 803
Current assets			
Inventories	7	**211 420**	179 140
Rates and other receivables	8	**46 900 441**	66 670 122
Cash and cash equivalents	9	**19 219 177**	586 370
		66 331 038	67 435 632
Total assets		**351 469 335**	348 854 435
EQUITY			
Reserves attributable to the Council			
Accumulated surplus		**311 565 203**	285 578 449
LIABILITIES			
Non-current liabilities			
Borrowings	10	**2 295 386**	13 695 113
Current liabilities			
Bank overdraft	9	**12 849 567**	9 967 408
Short term portion of borrowings	10	**13 372 002**	19 737 597
Trust funds	11	**700 874**	810 834
Trade and other payables	12	**6 276 004**	14 185 622
Provisions for other liabilities and charges	14	**4 410 299**	3 917 942
Deferred Grant Income	15	**-**	961 470
		37 608 746	49 580 873
Total liabilities		**39 904 132**	63 275 986
Total equity and liabilities		**351 469 335**	348 854 435

MUNICIPAL COUNCIL OF MANZINI

STATEMENT OF CHANGES IN EQUITY
for the year ended 31 March 2021

	Accumulated Surplus E	Total E
Balance at 01 April 2020	**285 578 449**	**285 578 449**
Surplus for the year	**25 986 754**	**26 824 287**
Balance at 31 March 2021	**311 565 203**	**312 402 736**
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

MUNICIPAL COUNCIL OF MANZINI

STATEMENT OF CASH FLOWS
for the year ended 31 March 2021

	Notes	2021 E	2020 E
Cash flow from operating activities			
Cash generated in operations	13.1	**39 973 142**	11 058 328
Interest received	4	**107 760**	175 710
Interest paid	4	**(3 735 480)**	(4 510 460)
Net cash generated from operating activities		**36 345 423**	6 723 578
Cash flows from investing activities			
Purchase of property, plant and equipment	6	**(3 719 494)**	(7 985 404)
Net cash utilized in investing activities		**(3 719 494)**	(7 985 404)
Cash flows from financing activities			
Government subvention		**1 000 000**	-
Grants amortised		**-**	(12 311 473)
Loan repayment		**(17 765 320)**	5 588 397
Trust funds received net		**(109 960)**	-
Net cash utilized in financing activities		**(16 875 280)**	(6 723 076)
Net movement in cash, cash equivalents and bank overdraft		**15 750 648**	(7 984 902)
Movement in cash and cash equivalents			
Cash, cash equivalent and bank overdraft at beginning of year		**(9 381 038)**	(1 396 136)
Net movement in cash, cash equivalents and bank overdraft		**15 750 651**	(7 984 902)
Cash, cash equivalent and bank overdraft at end of year	9	**6 396 610**	(9 381 038)

MUNICIPAL COUNCIL OF MANZINI

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
for the year ended 31 March 2021

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 funds, statement of cash flows and related notes. These financial statements have been approved and authorised for issue by the Councillors.

2 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.

MUNICIPAL COUNCIL OF MANZINI

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)
for the year ended 31 March 2021

2. Accounting policies (continued)

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.

MUNICIPAL COUNCIL OF MANZINI

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)
for the year ended 31 March 2021

2. Accounting policies (continued)

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 22% 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 2021

2. Accounting policies (continued)

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 rateable 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.

MUNICIPAL COUNCIL OF MANZINI

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)
for the year ended 31 March 2021

2. Accounting policies (continued)

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 Councillors. Management identifies, evaluates and hedges financial risks in close co-operation with the Councils operating units. The Councillors 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.

MUNICIPAL COUNCIL OF MANZINI

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)
for the year ended 31 March 2021

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 2021, 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 Eswatini 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.

MUNICIPAL COUNCIL OF MANZINI

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)
for the year ended 31 March 2021

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 2021 E**	31 March 2020 E
First National Bank of Eswatini Limited	**2 893 643**	171 743
Eswatini Mobile	**3 685**	-
MTN Eswatini	**-**	47 578
Nedbank Swaziland Limited	**14 939 312**	168 877
Standard Bank Eswatini Limited	**1 256 253**	99 879
Stanlib Eswatini	**39 691**	34 939
	19 132 584	523 016
Individuals	**31 386 243**	30 439 207
Businesses	**16 935 354**	15 669 247
Government of Eswatini	**22 887 838**	47 554 122
	71 209 435	93 662 576

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.

MUNICIPAL COUNCIL OF MANZINI

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)
for the year ended 31 March 2021

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 2021, 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.

MUNICIPAL COUNCIL OF MANZINI

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)
for the year ended 31 March 2021

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.

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2021

		2021 E	2020 E
1	**REVENUE**		
	Revenue comprised the following:		
	Assessment rates		
	- General	**49 653 533**	47 660 440
	- Government	**31 742 685**	30 595 294
	- Penalties and interest	**-**	3 916 256
		81 396 218	82 171 990
2	**OTHER OPERATING INCOME**		
	Revenue from various services rendered:		
	Parks and recreational fees	**170 805**	472 141
	Licenses and permits	**1 039 967**	1 219 760
	Service charges	**3 097 966**	3 878 484
	Rent received	**947 297**	1 076 179
	Health care facilities	**364 786**	366 820
	Advertising fees	**176 575**	927 445
	Bad debts recovered	**2 307 486**	-
	Sundry	**217 010**	242 428
		8 321 892	8 183 257
2.1	**GOVERNMENT GRANTS AND SUBVENTION**		
	Government subvention (Eswatini & Taiwan)	**5 258 872**	**4 652 145**

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.

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)
for the year ended 31 March 2021

		2021 E	2020 E
3	**OPERATING EXPENDITURE**		
	Auditor remuneration		
	- External audit fees	**521 435**	373 969
	- Internal audit fees	**106 322**	190 325
	Bad debts	**-**	6 639 290
	Councillors allowances others	**825 495**	835 497
	Employee Benefit Expenses (Note 5)	**34 918 718**	34 055 491
	Establishment costs	**24 320 667**	26 859 309
	Loss on asset disposal	**-**	1 369 381
	Special expenditure	**4 669 871**	2 680 324
		65 362 508	73 003 586
4	**FINANCE COSTS – NET**		
	Finance income		
	Interest received from short term deposits	**107 760**	175 710
	Finance costs		
		(3 735 480)	(4 510 460)
	Interest on bank overdrafts	**(1 179 085)**	(1 262 145)
	Interest on finance leases	**(2 556 395)**	(3 248 315)
	Finance costs – net	**(3 627 720)**	(4 334 750)
5	**EMPLOYEE BENEFIT EXPENSES**		
	Salaries and wages	**27 072 012**	26 815 219
	Employee benefit costs and allowances	**4 500 511**	4 080 159
	Gratuity	**2 215 056**	2 048 856
	Pension fund contributions and disability insurance	**1 131 139**	1 111 257
		34 918 718	34 055 491

The average number of employees during the year was **212** (2020 - 216)**.**

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)
for the year ended 31 March 2021

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 2021					
Opening net book amount	**30 497 417**	**23 900 721**	**3 966 909**	**223 053 756**	**281 418 803**
Additions	**89 929**	**-**	**442 406**	**3 187 159**	**3 719 494**
Closing net book amount	**30 587 346**	**23 900 721**	**4 409 315**	**226 240 915**	**285 138 297**
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

	2021 E	2020 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**	30 399 200
	30 497 417	30 497 417

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
Spares and accessories	**149 008**	143 667
Toilet Tissue	**57 726**	14 541
Road paints	**-**	9 293
Oil	**1 499**	6 161
Miscellaneous items	**689**	691
Glue	**2 498**	2 832

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)
for the year ended 31 March 2021

		2021 E	2020 E
8	**RECEIVABLES AND PREPAYMENTS**		
	Assessment rates debtors		
	- General	**48 237 363**	46 108 454
	- Government	**22 887 833**	47 554 122
	Total Rates Debtors	**71 125 496**	93 662 576
	Staff debtors (Note 8.1)	**385 079**	337 816
	Sundry debtors (Note 8.2)	**1 387 487**	974 537
	Total rates and other receivables	**72 897 762**	94 974 929
	Impairment provisions (Note 8.3)	**(25 997 321)**	(28 304 807)
		46 900 441	66 670 122
8.1	**Staff debtors**		
	Staff debtors are comprised of the following:		
	Staff car loan	**-**	6 963
	Staff advances	**385 079**	309 258
	Micro loan arrears	**-**	21 595
		385 079	337 816
8.2	**Sundry debtors**		
	Sundry debtors comprised of the following:		
	Service debtors	**-**	800
	Unpresented cheques	**16 750**	21 375
	Ngwane park debtors	**90 868**	93 090
	Bus Rank rent	**574 678**	310 921
	Manzini Extension 19	**73 900**	73 900
	Zakhele	**18 580**	7 285
	Fairview North debtors	**21 341**	21 341
	Market Rentals	**58 064**	47 684
	Street Vendors	**533 306**	398 141
		1 387 487	974 537

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)
for the year ended 31 March 2021

		2021	2020
		E	E
8.3	**Impairment provision**		
	Balance at beginning of the year	**28 304 807**	21 665 517
	Charged to statement of revenue fund	**-**	6 639 290
	Utilised during the year	**(2 307 486)**	-
	Balance at end of the year	**25 997 321**	28 304 807
9	**CASH AND CASH EQUIVALENTS**		
	Cash balances and short-term deposits		
	- Nedbank Call Account	**68 491**	24 449
	- Nedbank Call – Dumpsite	**14 837 355**	7 624
	- Standard Bank Call Account	**457 845**	79 900
	- Stanlib Money Market Account	**39 692**	34 939
	- Nedbank New Current Account	**22 940**	126 299
	- First National Bank Account	**2 893 643**	171 743
	- Nedbank Call Account	**10 526**	10 505
	- Standard Bank Current Account	**798 408**	19 979
	- MTN Mobile Money Account	**-**	47 578
	- Eswatini Mobile E-mali Account	**3 685**	-
	- Cash on hand	**86 592**	63 354
		19 219 177	586 370
	Bank Overdraft		
	- Nedbank Account-AMICAAL (Note 9.2)	**(374)**	(374)
	- Nedbank (Swaziland) Limited (Note 9.1)	**(12 849 193)**	(9 967 034)
		(12 849 567)	(9 967 408)
	For the purpose of the Statement of cash flow, cash and cash equivalents comprise:		
	Cash and bank balances	**19 219 177**	586 370
	Bank overdraft (Nedbank Swaziland Limited)	**(12 849 567)**	(9 967 408)
		6 369 610	(9 381 038)

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)
for the year ended 31 March 2021

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 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.
- Unlimited cession over insurance on bonded properties.
- Lien over assets financed under the RCL Facilities.
- Cession over insurance for assets financed under the RCL Facilities.

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.

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)
for the year ended 31 March 2021

		2021 **E**	2020 E
10	**BORROWINGS**		
10.1	**Maturity analysis**		
	Non-current:		
	African Alliance (Note 10.5)	**-**	7 458 507
	Nedbank Project loan (Note 10.3)	**-**	515 353
	Nedbank loan – new vehicles (Note 10.4)	**2 295 386**	1 050 003
	ENPF Loan – Infrastructure (Note 10.6)	**-**	4 671 250
		2 295 386	13 695 113
	Current:		
	African Alliance (Note 10.5)	**3 639 464**	5 113 918
	Nedbank loan – new vehicles (Note 10.4)	**1 139 706**	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
	Nedbank Project Loan (Note 10.3)	**605 238**	2 474 579
		13 372 002	19 737 597
	Total borrowings	**15 667 388**	33 432 710

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 instalments of E 193 642 commencing January 2001. The final instalment was due on 15th July 2018 but it has not been settled yet.

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)
for the year ended 31 March 2021

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.

		2021 E	2020 E
10.4	**Finance leases**	**3 435 093**	4 596 988
	The minimum lease payments of finance lease obligations as follows:		
	Gross minimum future instalments	**3 921 112**	5 351 848
	Due within a year	**1 414 169**	1 414 169
	Due within two to five years	**2 506 943**	3 937 679
	Less: Future finance charges	**(486 019)**	(754 860)
	Due within a year	**(274 463)**	(364 166)
	Due within two to five years	**(211 556)**	(390 694)
	Present value of finance leases	**3 435 093**	4 596 988
	The present values of finance leases is as follows:		
		3 435 093	4 596 988
	Due within a year	**1 139 706**	1 050 003
	Due within two to five years	**2 295 387**	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.

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)
for the year ended 31 March 2021

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 2021, the Council had exhausted drawdowns:

The initial agreement of the loan was that it shall be repayable in two half yearly instalments (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) Limited 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 instalments 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) Limited 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 (Eswatini) Limited 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.

The loan was fully settled during the year under review.

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

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)
for the year ended 31 March 2021

11	**TRUST FUNDS**	**2021**	2020
		E	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	**526 840**	636 800
		700 874	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**	**71 217**
Utilised for road and related infrastructure	**-**	**-**
	71 217	**71 217**

The SLGP balance at 31 March 2021 is E71 217.

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)
for the year ended 31 March 2021

		2021	2020
		E	E
12	**TRADE AND OTHER PAYABLES**		
	Trade creditors	**2 086 769**	8 419 787
	Other payables	**4 189 235**	5 765 835
		6 276 004	14 185 622
13	**CASH FLOW INFORMATION**		
13.1	**Cash generated from operations:**		
	Reconciliation of surplus to cash generated from operations: -		
	Surplus for the year	**25 986 754**	17 669 056
	Adjustments for:		
	Interest received	**(107 760)**	(175 710)
	Interest paid	**3 735 480**	4 510 460
	Loss on disposal	**-**	1 369 381
	Grants amortized	**(1 961 473)**	(974 745)
		27 653 001	22 398 442
	Changes in working capital:	**12 320 141**	(11 340 114)
	Decrease / (increase) in rates and other receivables	**19 769 681**	(10 007 675)
	(Increase) / decrease in inventories	**(32 280)**	207 784
	Decrease in trade and other payables	**(7 909 617)**	(381 000)
	Increase / (decrease) in provisions for other liabilities and charges	**492 357**	(1 159 223)
	Cash generated from operations	**39 973 142**	11 058 328

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)
for the year ended 31 March 2021

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 2021						
Balance 01 April 2020	**460 000**	**1 160 665**	**-**	**1 226 117**	**1 071 160**	**3 917 942**
Provision made during the year	**-**	**2 896 675**	**25 521**	**1 573 200**	**-**	**4 495 396**
Utilised during the year	**-**	**(2 761 698)**	**(15 224)**	**(1 226 117)**	**-**	**(4 003 039)**
Balance 31 March 2021	**460 000**	**1 295 642**	**10 297**	**1 573 200**	**1 071 160**	**4 410 299**
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

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)
for the year ended 31 March 2021

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 a rate between 22% and 27% of their basic pay each month for the duration of each contract. An independent company, Investment Solutions, 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

	2021 E	2020 E
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.		
Balance at beginning of year	**961 470**	1 936 215
Grants realized in statement of comprehensive income (Note 13.1)	**(2 799 003)**	(974 745)
Capital Improvement Program grant received	**1 000 000**	-
	(837 533)	961 470

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)
for the year ended 31 March 2021

16 COMMITMENTS AND CONTINGENCIES

16.1 Commitments

As at 31 March 2021, the Council did not have any commitments.

16.2 Contingencies

The Council has various claims amounting to E4.5 million in respect of labour 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.

MUNICIPAL COUNCIL OF MANZINI

GENERAL INCOME AND EXPENDITURE ACCOUNT SUMMARY
for the year ended 31 March 2021

	2021 E	2020 E
EXPENDITURE		
City Clerk	**1 391 260**	2 467 765
Clerk to Council	**2 427 578**	2 200 638
City Treasurer	**18 627 927**	25 156 704
Health administrator	**296 526**	111 581
Abattoir	**25 103**	5 264
Laboratory	**148 745**	194 307
Public health nursing	**301 222**	248 830
Market	**4 175**	16 076
Public convenience	**406 439**	629 004
Public cleansing	**1 172 764**	1 411 696
Zakhele	**-**	166 535
Pound	**-**	34 184
New bus station	**-**	447 309
Refuse Collection	**1 438 876**	1 549 597
City engineer's administration	**116 948**	1 092 900
Parks and cemeteries	**99 581**	277 955
Mechanical workshop	**6 091**	15 102
Public works	**186 495**	402 018
Electrical	**1 149 003**	595 327
City planning	**619 678**	617 102
Human resources	**36 171 192**	34 802 085
Office of the Mayor	**1 037 211**	198 430
Roads section	**992 139**	1 415 663
Lamvelase	**69 361**	914 035
Transport	**2 409 674**	2 543 939

	2021 E	2020 E
REVENUE		
Rates	**49 653 533**	47 660 440
Rates penalty and interest	**-**	3 916 257
Government rates	**31 742 685**	30 595 294
GRANTS AND SUBVENTION		
Subvention	**3 297 402**	3 677 400
Taiwan Grant	**2 799 003**	974 745
Government grant	**-**	-
FINANCE INCOME		
Interest on Investments	**107 760**	175 710
OTHER REVENUE		
	217 010	242 428
Proceeds in disposal assets	**-**	492 100
Building inspection	**101 848**	99 340
Condemned Food Stuff	**6 380**	9 820
Consent use fees	**8 000**	28 004
Discount received	**9 446**	11 222
Zakhele Fees and charges	**64 266**	152 992
Hazardous Waste	**34 130**	14 705
Inspection for trading license	**98 900**	112 580
Insurance Claim	**487 111**	457 921
Jubilee Park	**4 130**	3 100
Licences & permits	**624 186**	744 970
Market fees and charges	**544 474**	777 218
Millennium Park rental	**2 980**	19 780
Ngwane park debtors	**1 078**	4 709
Pound fees	**102 882**	122 986
Parking Fees	**319 400**	377 911
Refuse collection (public)	**243 387**	59 375
Rental Bus Rank Shop	**791 797**	818 864
Rezoning Fees	**6 000**	2 500
Sale of animals	**79 000**	99 800
Burial Fees	**137 431**	114 840
Sale of plant	**3 955**	3 075
Scrutiny fees	**188 192**	223 186
Showground Booking	**95 454**	57 535
Showground Rental	**155 500**	180 000
Signs and encroachment	**176 575**	927 445
Subdivision Fees	**12 840**	9 180
Toilet Fees	**1 067 125**	1 406 934
Under/ (over) banking	**891**	13

MUNICIPAL COUNCIL OF MANZINI

GENERAL INCOME AND EXPENDITURE ACCOUNT SUMMARY
for the year ended 31 March 2021 (Continued)

	2021 E	2020 E		2021 E	2020 E
EXPENDITURE			**REVENUE**		
			OTHER REVENUE (Continued)		
			Sibebe staff refunds	**65 012**	56 600
			ANC 1st visit	**3 000**	6 270
			ANC revisit	**41 555**	46 220
			Child welfare & revisit	**280**	6 950
			Family Planning	**5 500**	1 700
			Curative	**314 452**	352 270
			Flea Market	**-**	91 130
			Laboratory	**7 530**	5 900
			Uniform deductions	**18 700**	41 683
			Bad debts recoveries	**2 307 483**	-
			Grass Cutting Fees	**20**	-
			Mkhosi Township	**(90 149)**	-
			Vaccum Tanker	**64 140**	-
Total Expenditure	**69 097 988**	77 514 046	**Total Revenue**	**95 084 742**	95 183 102
Surplus for the year	**25 986 754**	17 669 056			
	95 084 742	95 183 102		**95 084 742**	95 183 102

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

NOTES

NOTES

CIVIC OFFICES

24/7 CALL CENTRE
800 2004 / 2505 7000

7808 2333

www.mzcitycouncil.sz

MUNICIPAL COUNCIL OF
MANZINI

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