

MUNICIPAL COUNCIL OF MANZINI

2122 TWENTY

ANNUAL REPORT

An ISO 9001:2015 Certified Municipality

ESTABLISHED

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



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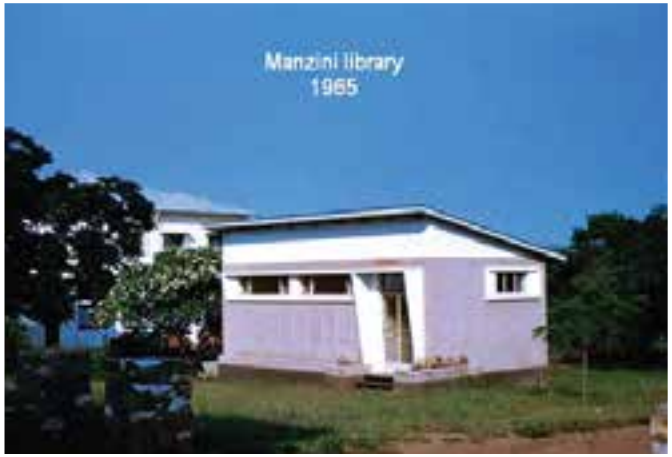
Icons ABOUT US EXECUTIVES MANAGEMENT STRATEGIES OUR ENVIRONMENT PERFORMANCE OVERVIEW

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.

Bremersdorp

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.

The trial

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.

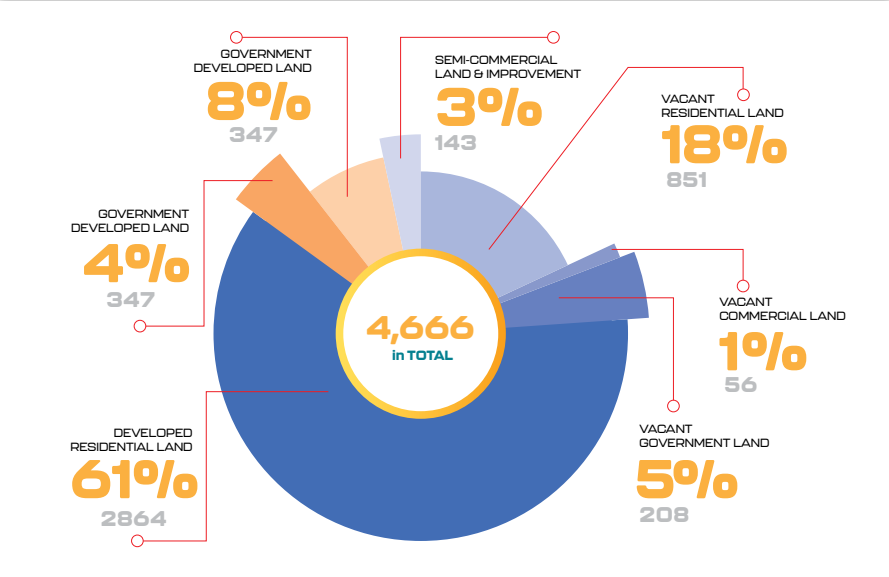
Mickey Reilly

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

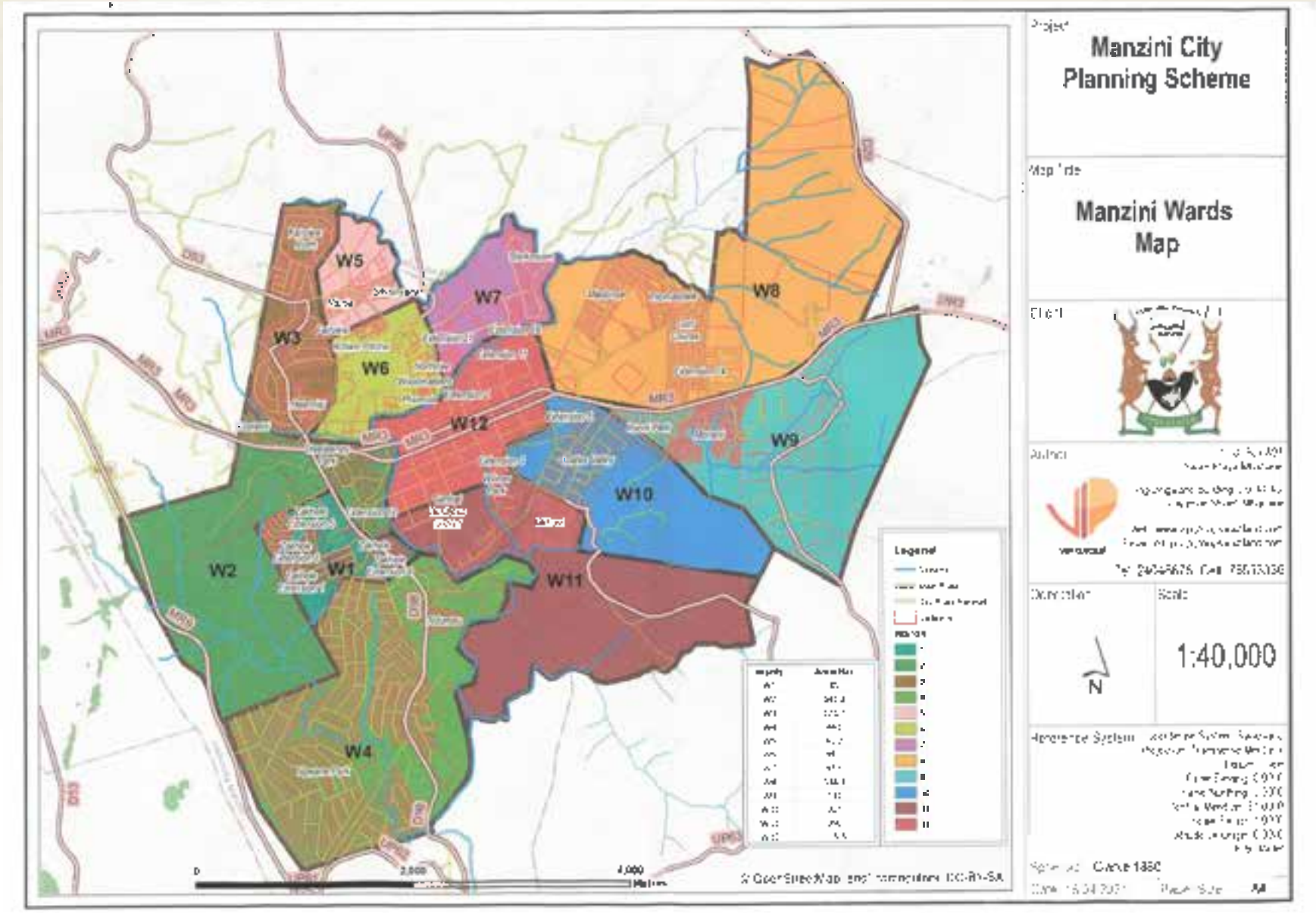
The City of Manzini is centrally located in the Manzini region; in the centre of the Kingdom of Eswatini, Southern Africa. It is located about 7km from the industrial town of Matsapha and about 35km from the capital city, Mbabane; sitting on an area size of 2,680 hectares. The night-time population is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





Manzini declared a city in

1994

Area:

2,680HA

Distance from Capital City: Only 38 kilometres (around 35 minutes drive)

municipal wards:

12

Number of Townships 33 [including Central Business District]



estimated daytime population

110,537

Night time population is about 35,000.

Languages

SISWATI

Native language is siSwati but most citizens understand and are able to speak English

Road Infrastructure

113KM

Surfaced (tarred) 60%
Unsurfaced (gravel) 40%





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

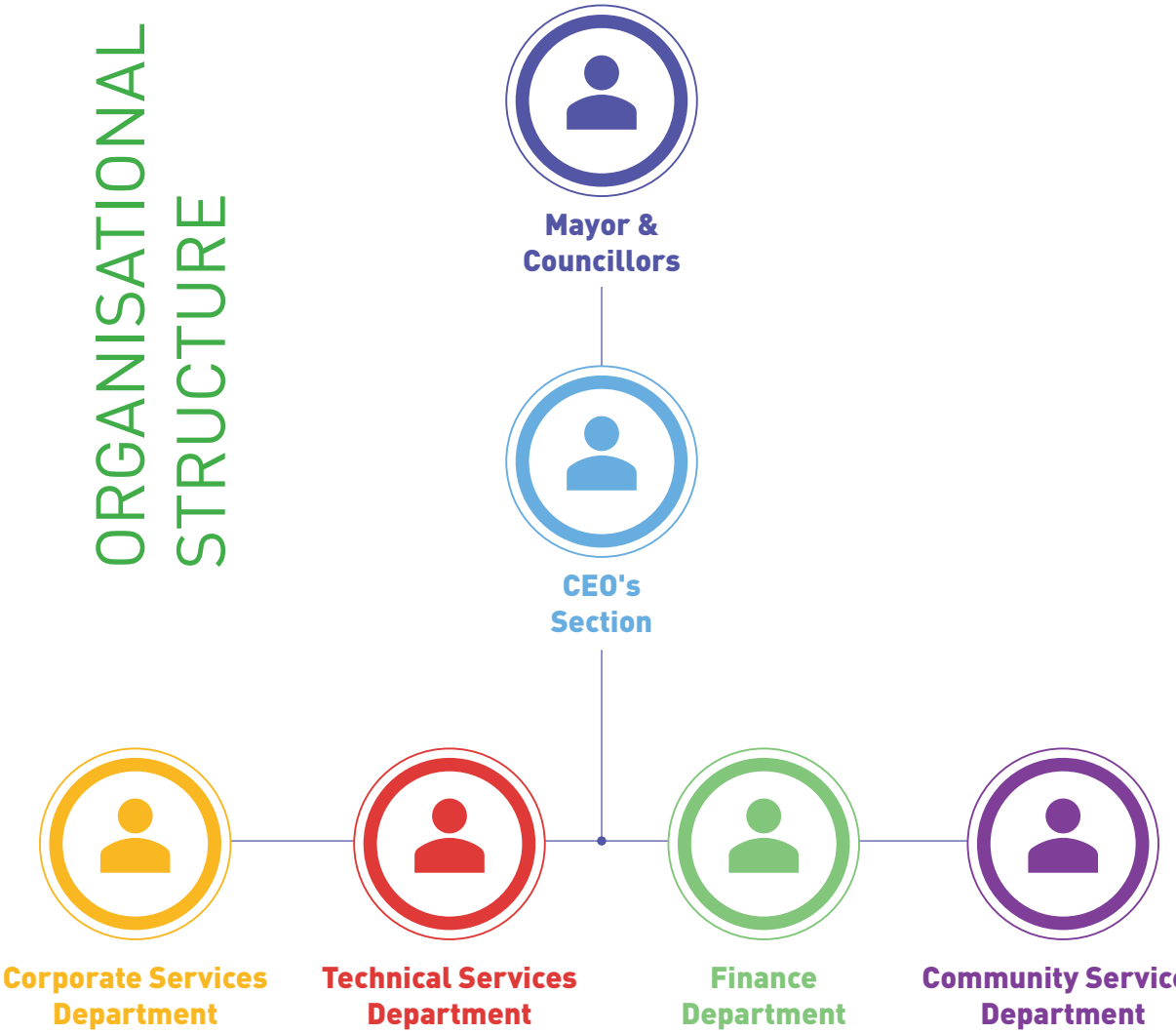
The Municipal Council of Manzini's primary mandate is to facilitate the provision of basic municipal services for the citizens at community level as well as manage development within the Manzini urban jurisdiction. The city is governed by a Council made of 12 democratically elected Councillors whose 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.



Municipal Council of Manzini



ORGANISATIONAL STRUCTURE





FOREWORD BY HIS WORSHIP, HONOURABLE MAYOR COUNCILLOR QUINTON ELS

I am honoured to get this opportunity to share a few remarks on this important document wherein we are looking back at the preceding year and giving an account of our performance. This marks our last annual integrated performance report to stakeholders as our term of office as Councillors comes to an end before end of the next financial year.

From the outset, and on behalf of all Ward Councillors, I would like to extend our profound appreciation to all stakeholders for giving us support throughout the 5-year journey in office. Some of us came into office as novices in local government politics but, through your guidance and encouragement, we were able to learn the ropes and did our best in the execution of our oversight function. We leave office humbled by the level of cooperation that you afforded us.

Engagement meetings

When we invited you to stakeholder engagement meetings as part of our corporate governance mandate, you respected us and attended in your numbers. Where we were doing well, you commended us and where there was room for improvement, you equally expressed it. That is indicative of a community that works together towards building a sustainable city and communities as per Goal Number 11 of the United Nations 2030 Sustainable Development Goals.

Special word of appreciation goes to our parent Ministry, the Ministry of Housing and Urban Development, for its relentless support and guidance. When we entered the local government space as Councillors, we immediately put together a comprehensive 5-year Integrated Development Plan (IDP), subsequent to extensive consultations with you, our esteemed stakeholders.

Covid-19 pandemic

Just when we were not even halfway into implementation of the IDP, the novel Covid-19 pandemic struck and a large majority of our planned projects and programmes were thrown into disarray as we found ourselves with no option but to shift focus to the fight against the deadly virus. In the midst of all that, we continued to receive immense support and tolerance from our stakeholders. For that, we will forever remain grateful.

I am happy that we leave office having got back on track, following easing of the Covid-19 restrictions by the National Government. We have swiftly gone back to the drawing board and reviewed the 2019-2024 IDP. Notwithstanding an unfavourable financial position as a result of the negative effects of the Covid-19 pandemic, we have been able to

think innovatively and come up with unconventional strategies of delivering the remainder of the 2019-2024 IDP; as reviewed.

We have been able to carry-out a number of capital projects subsequent to easing of the Covid-19 restrictions; largely through partnerships with the private sector. Some of the capital projects will be already complete by the time we leave office whilst others will be ongoing. Furthermore, we leave office with a number of other service delivery programmes that form part of the IDP underway.

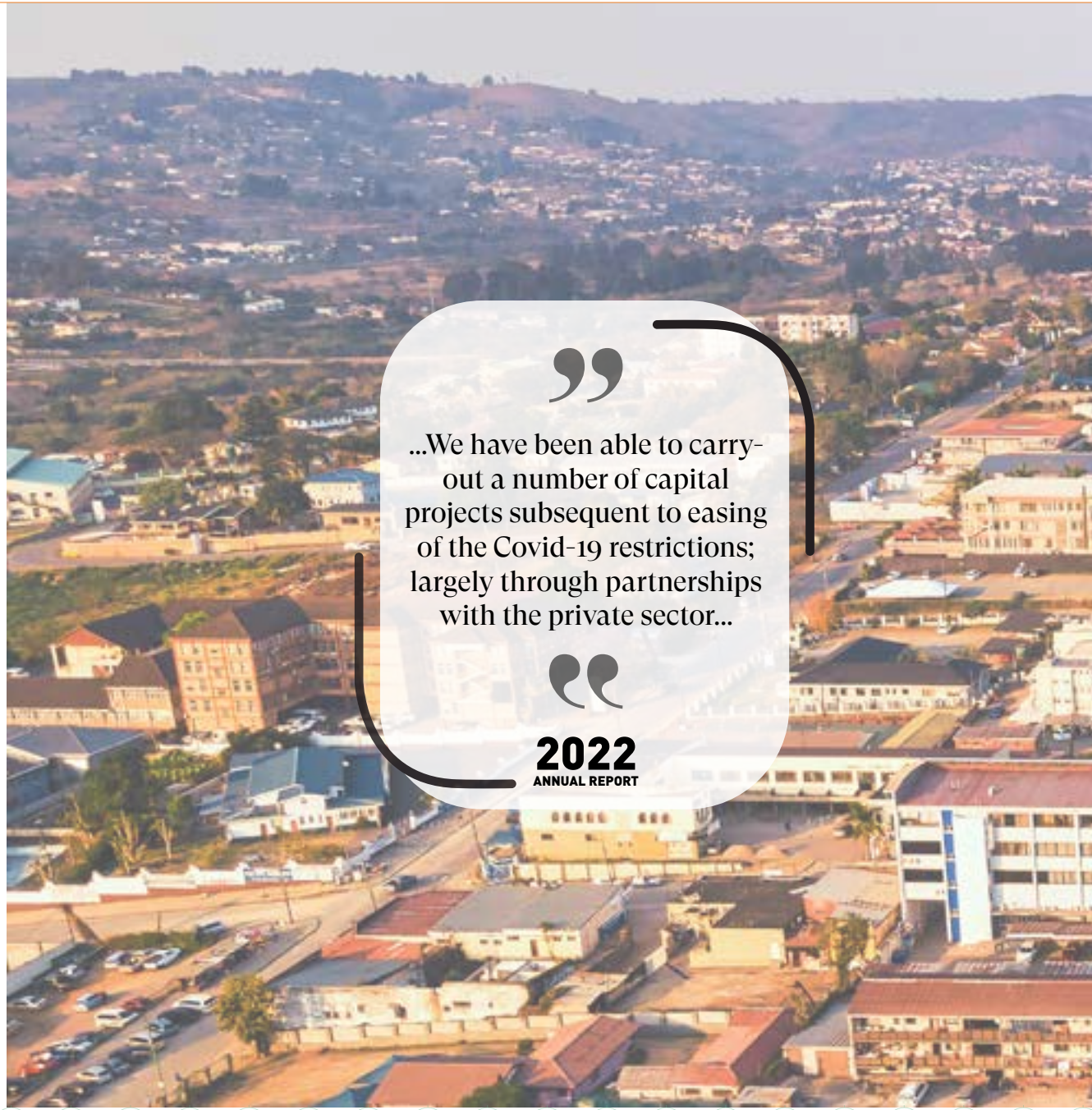
City's trajectory

I trust that the next Council will take the baton and continue with the city's trajectory as per Vision 2024, "A vibrant African city that innovatively provides quality service and economic opportunities to its stakeholders". May I also take this opportunity to express our most sincere gratitude to management and the entire staff of the Municipal Council of Manzini for giving us the necessary support and advice during our period in office.

At some point we were faced with acute challenges such that it was difficult for them to perform. We are happy that they did not give up to the situations but continued to exercise resilience through their skills and accumulated experiences. We trust the Lord our God to bless them for the great sense of commitment to their work.

I Thank You

His Worship Cllr Quinton Els
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, Extension 19, area around Manzini Central High School



Cllr Mduduzi Vilane

WARD 2

- Trelawney Park, RFM Mission, area around Sobhuza Clinic



Vacant

WARD 12

- City Centre





Cllr Sandile Nyaweni

WARD 5

- Sikhunyana. Murray Camp, Ntunja, area around William Pitcher College



Cllr Siboniso Nkabinde

WARD 4

- Ngwane Park Township, Ngwane Park Extension, Sihlahleni, Ndumbu, Ticancweni



Cllr Jabu Shiba

WARD 8

- Madonsa, Thomasdale, Extension 6, Mangwaneni



Cllr Henry Kunene

WARD 9

- Inyoni Park, Moneni, Masekweni



Cllr Quinton Els

WARD 10

- Coates Valley



Cllr Khethokuhle Dlamini

WARD 11

- Extension 7 (Wilmer Park), Manzini light industrial area, Mkhosi Township



Cllr Sandile Bhembe

WARD 1

- Zakhele, Two Sticks, Old Zakhele



Cllr Bongani Shongwe

WARD 3

- Fairview North, Fairview South, Helemisi



PERFORMANCE SYNOPSIS - CHIEF EXECUTIVE OFFICER

Dear Valued Stakeholders,

I am honoured to once again present the Municipality's integrated annual accountability report; with particular focus being on progress in the delivery of the 2019-2024 Integrated Development Plan (IDP).

May I start by expressing my most sincere appreciation to the outgoing Council for continuing to hand-hold us as Management and giving us the necessary support and guidance in the midst of a number of challenges that largely came about as a result of the Covid-19 pandemic. It is due to the conducive work environment that the Honourable Councillors created that we were able to think outside the box and came up with innovative ways of taking our IDP trajectory forward as soon as the Covid-19 restrictions were relaxed by the Central Government.

Projects

We started off by reviewing the IDP with the view to ensuring that it remained relevant to the service delivery needs of our communities. This resulted in reprioritisation of the programmes and projects that formed part of it. I must say that we were able to make significant headways with regard to getting the necessary authorisation to deliver some of our capital projects through what is referred to as a Private Finance Initiative (PFI) concept. This related to projects such as construction of the Bosco bridge, whose objective is to provide an additional entry/exit point into the city centre; thereby alleviating traffic congestion in the south-eastern part of the city.

This project was to be delivered as a single package with rehabilitation of three roads in the city, namely; Tikhuba road, Mimosa street and the Southern Distributor road. The PFI also related to rehabilitation of Stanley Street in Ngwane Park. Moreover, permission was granted towards embarking on an energy saving street-lighting project whose purpose was reduction of power related costs. I must express our sincere gratitude to our parent ministry, the Ministry of Housing and Urban Development, for this kind of support. If it was not for the ministry, these milestones would not have been achieved. May I also thank our valued stakeholders for their relentless support, guidance and tolerance.

Engagement and Accountability

We had over the years built a strong culture of periodic stakeholder engagement and accountability. However, this was somewhat disrupted by the Covid-19 pandemic. I am happy, though, to report that notwithstanding such challenges, we were able to hold our annual stakeholder budget submissions meeting as well as the Annual General Meeting. As a means to reach out to as many citizens as possible, we tapped into modern technology. As an institution we also remained resolute in our resolve to adhere to good governance principles.

As a result, we were able to score impressive results on the Governance Assessment as well as the Eswatini Local Government Project (SLGP) assessment. As part of our Customer Relationship Management programme we were also able to disseminate information to as many of our stakeholders as possible. We were also able to receive and act on service delivery feedback through our various feedback mechanisms.

Initiatives

I must thank citizens for their participation in the customer feedback systems. A number of initiatives were also undertaken in support of various vulnerable groups in our city, including the elderly, children, the youth as well as girls and young women. Moreover, a number of nuisance abatement initiatives were carried out for purposes of ensuring maintenance of law and order in our city. Same with implementing various programmes that were aimed at ensuring acceptable health and hygiene standards were maintained in our city.

Recreational park furniture and street benches were installed in various parts of the city as a means to enhance the quality of life for citizens. On another note, as a means to ensure our city is environmentally sustainable, the Municipality took a bold step to plant at least 500 trees in strategic areas of the city within one financial year. Indeed, and through partnerships with relevant stakeholders, we managed to plant over 300. A number of city clean-up campaigns were also conducted in partnership with stakeholders.

Partnership

The Municipality, working in partnership with various stakeholders, also continued to implement its HIV and AIDS programme in the city; with the view to achieving zero new HIV infections. Over 15,000 patients were receiving care from the Municipality by close of the reporting year. On the internal front, the Municipality continued to drive employee optimum performance through implementation of its Performance Management and Development System.

Noteworthy is that some employees were still reeling from the harsh effects of the Covid-19 pandemic, however, expert psycho-social assistance was facilitated by the organisation. Moreover, following completion of implementation of the Turn-Around Strategy (TAS), a number of vacant positions were filled whilst more were to be filled during the next financial year. As a result, stakeholders can expect improved service output going forward.

Quality Management System

The organisation also continued to drive its Quality Management System with the view to ensuring delivery of quality municipal services to the satisfaction of customers. Internal and external quality audits were conducted and awards were received; both at the national and SADC level. One of the harsh effects of the Covid-19 pandemic has been a downward spiral in relation to revenue inflow. As a means to mitigate this challenge, the Municipality commenced the process of developing a financial sustainability strategy as well as a revenue enhancement plan.

In conclusion, I must say that we venture into a new financial year with high optimism for the future. As an organisation we remain committed to providing quality municipal services that add value to all our customers through good governance and partnering with relevant stakeholders.

I Thank You



Lungile P. Dlamini
Chief Executive Officer



EXECUTIVE MANAGEMENT



MS LUNGILE P. DLAMINI

CHIEF EXECUTIVE OFFICER

- Master of Business Administration, Masters Degree in Planning Studies, BA Degree in Urban and Regional Planning, Global Executive Development Programme (Gordon Institute of Business Science)
- 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, city lighting, Traffic Lights, overgrowth control]; vehicles, plant and equipment; buildings, parks and related facilities; property leasing; scrutiny of building plans and building inspections; management of Council's fleet; management of bus ranks; CBD parking contract management.



MR SIZWE W. DLAMINI

HEAD OF STRATEGY

- Master in Corporate Strategy (Gibbs Business School), Master of Business Administration (Edinburg Business School-Herriot Watt University), Management Development Programme, BA Economics,
- Responsible for coordinating the Municipality's strategy and policy development and implementation; ensuring that strategic deliverables are achieved organisationwide.



MR MFANAFUTHI L. MAMBA

DIRECTOR FINANCE [ALSO ACTING CORPORATE SERVICES DIRECTOR]

- Global Chartered Management Accountant (CIMA), Master of Business Administration, Management Development Programme, B.Comm (Accounting), Diploma in Commerce
- Responsible for managing the financial business of Council including revenue collection.

MR ZWELI M. MAPHANGA

DIRECTOR COMMUNITY SERVICES

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







VISION

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

MISSION

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

OUR VALUES

- Innovation
- Accountability
- Integrity
- Inclusion





MANAGEMENT



MR THEMBELA SHONGWE

- Maintenance Supervisor
- Technical Services

...The Office managed to facilitate this mandate through strategy management, policy development, good governance, stakeholder/customer relations, overall monitoring and evaluation, change management and other critical functions...

Lungile P. Dlamini
Chief Executive Officer

2022
ANNUAL REPORT

MANAGEMENT



MR SIMPHIWE MALAZA

- Chief Planning Officer
- Community Services Department



MR BONGINKOSI SIMELANE

- Public Works & Projects Engineer
- Technical Services Department



MR BONGINKOSI NSINGWANE

- Human Resources Manager
- Corporate Services Department



MR MATHOKOZA THWALA

- Information & Communications Officer
- Office of the CEO



MS THABILE NDLOVU

- Community Programmes Coordinator
- Office of the CEO



MS FIKILE MKHONTA

- Human Resources Officer
- Corporate Services Department



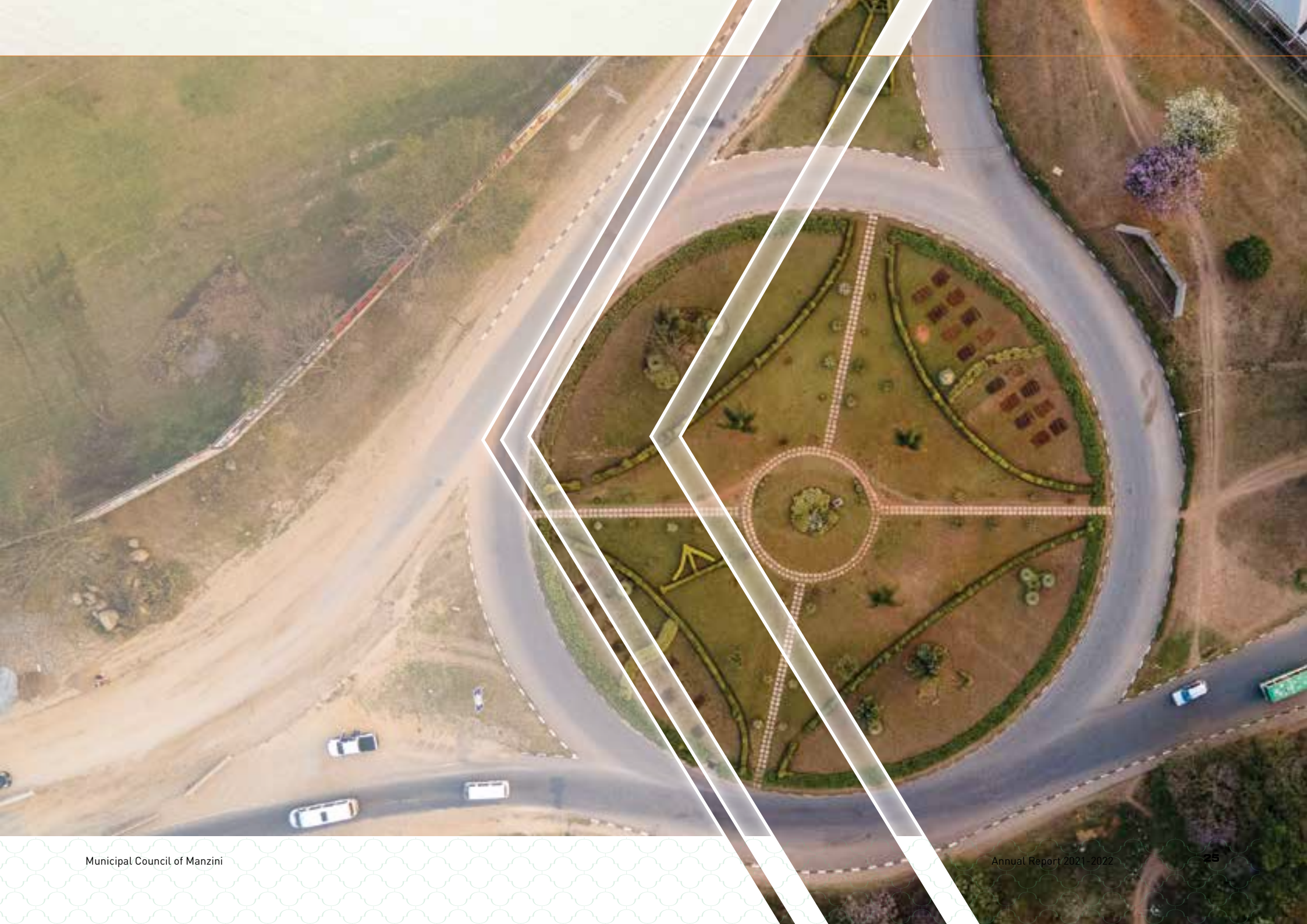
MS ANNA CAETANO

- Accounts Officer – Commercial Debtors
- Finance Department



MR WISEMAN DLAMINI

- Accounts Officer – Residential Debtors
- Finance 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.		1.5 To Improve Culture of Good Governance, Risk Management Mechanisms and Organizational Performance by 2024.
Municipal Financial Viability and Management.		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	1.1 To Improve Public Participation, Stakeholder Relations and Organizational Imaging by 2024.
Basic Service Delivery	Urban Planning and Sustainable Human Settlements	1.1 To Guide the City's Development towards Making Manzini a More Liveable City by 2024.
		1.2 To Implement the Urban Growth and Boundary Extension Programme by 2024.
		1.3 To Improve the Living Conditions of Residents in Informal Settlements by 2024.
		1.4 To Improve the Living Conditions of Residents in Informal Settlements by 2024.
		1.5 To Improve the City's Social Cohesion and Health Status through Increased Sporting and Social Activities by 2024.
		1.6 To Provide Responsive Integrated Health and Social Welfare Services by 2024.
		1.7 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.

STRATEGY AND POLICY ENVIRONMENT HIGHLIGHTS

02 Internal Audits

85% score in ELGP assessment

84% score in Governance assessment

05 PPPs & PFIs pursued

102 Newspaper articles published

85% Service delivery customer satisfaction

04 support initiatives for vulnerable groups

133 girls empowered







A. STRATEGY AND POLICY ENVIRONMENT

The Office of the Chief Executive Officer continued with monitoring of the overall organizational performance, provision of strategic direction, sustainability and guiding city development during the reporting year. The Office managed to facilitate this mandate through strategy management, policy development, good governance, stakeholder/customer relations, overall monitoring and evaluation, change management and other critical functions. The Office further experienced a transformational process which enhanced its effectiveness in terms of coordinating and providing oversight on the operations of the organization.

1.0. HIGHLIGHTS OF ACHIEVEMENTS IN STRATEGIC SERVICES:

The following are some of the strategic services achievements during the year under review;

1.1. Internal Audit

The Municipality coordinated the internal audit process during the reporting year. Two (2) internal audits were facilitated; and they covered governance and human resources review. The audit findings were largely positive; which is an indication that the internal controls were effective.

1.2. Coordination of Governance Initiatives

The Municipality facilitated engagement of consultancy services to conduct the organizational ELGP (Eswatini Local Government Project) Assessment wherein a score of 85% was achieved. The Municipality also coordinated the engagement of consultancy services to conduct the 2020/21 Council Governance Assessment wherein a score of 84% was obtained. Reports were presented to the Ministry of Housing and Urban Development.





1.3. Planning & Budget Preparations

The Municipality facilitated research on the global and national economic outlook factors which were to influence the 2022/2023 budgeting process. It further facilitated development of the 2022/2023 Capital Investment Plan (CIP) and submitted it to the parent ministry. Furthermore, the Municipality facilitated a stakeholder budget consultation meeting which was attended by (56) stakeholders and (36) submissions were made. A further (34) submissions were collected through social media.

1.4.Coordination of Review of Integrated Development Plan (IDP)

The Municipality facilitated the procurement of consultancy services for the review of the 2019-2024 Integrated Development Plan (IDP). All submitted proposal were non-responsive and the procurement process was cancelled. The assignment was thereafter undertaken internally. An IDP mid-term review report was produced.

1.5.Coordination of Implementation of Public Private Partnerships (PPPs) and Private Finance Initiatives (PFIs)

The Municipality continued with conceptualization and coordination of organizational Public Private Partnerships (PPPs) projects for purposes of city development. During the reporting period, the following activities were facilitated;

1.1.1 **FAIRVIEW MIXED-**Use Commercial Centre- the Municipality entered into a Public Private Partnership (PPP) arrangement with Inyatsi Group for the development of a Mixed-Use Commercial Centre in Fairview. During the reporting period, the Municipality worked with the development partner to conclude all project agreements. Funding was obtained from Eswatini Bank and negotiations for better conditions were still in progress by the close of the reporting year.

1.1.2 **MKHOSI TOWNSHIP**- the Municipality entered into partnership with the Swaziland Building Society towards financing and development of Mkhosi Township Phase I. Engagements with the bank towards restructuring of the loan conditions to a lesser finance cost were facilitated during the reporting year.

1.1.3 **CONSTRUCTION OF BOSCO BRIDGE** - the Municipality had planned to construct the Bosco Bridge and other packaged roads through partnering with a private sector entity as a Private

Finance Initiative Concept. During the reporting period, it facilitated engagements towards authority to undertake the project using this method. The authority was obtained and funding coordinated as per the approval from the Ministry.

1.1.4 **REHABILITATION OF STANLEY STREET** - the Municipality coordinated conceptualization towards rehabilitation of Stanley Street in Ngwane Park; through a Private Finance Initiative (PFI). Engagements were facilitated with the Ministry of Housing and Urban Development towards obtaining authority to rehabilitate the street through the PFI and the office had managed to obtain approval by the close of the reporting year.

1.1.5 **ENERGY SAVING SMART STREET**-Lighting Project - the Municipality coordinated conceptualization and facilitated a request for expressions of interest from the private sector towards upgrading of the city's street-lighting into a smart energy saving lighting system. The process was still ongoing by end of the reporting year.

1.6.Information Dissemination

The Municipality continued to consistently disseminate information through the main national newspapers, every Wednesday except on public holidays. A total of (102) newspaper advertorials were published in both newspapers during the reporting financial year. Advertorial content cut across public education on city rules and regulations as well as services that are offered by the Municipality. Content was also in the form of updates on implementation of capital projects and other service delivery programmes as planned in the 2019-2024 Integrated Development Plan. As part of a drive to add more communication and customer feedback mechanisms, the Municipality enhanced its social media presence by introducing a Facebook page (Municipality had always had a Facebook group), Twitter and LinkedIn accounts. Information dissemination was also carried out through the website, radio, television and bulk SMS facility.


PAGE 7

MANZINI NEWS

FAST TRACK CITIES:

MANZINI CITY'S RENEWED COMMITMENT TO END HIV BY 2030

....QUOTABLE QUOTES FROM FAST TRACK CITIES PROJECT LAUNCH

1.7.Production of 2020/21 Annual Report and hosting of AGM

As part of the Municipality's continued commitment to upholding the good corporate governance principles of accountability and transparency, it managed to host the 2021 Annual General Meeting (AGM). The AGM was attended by a broad spectrum of stakeholders ranging from the business sector, ratepayers associations, property developers, non-governmental organisations, representatives of persons with disability, the informal sector, public transportation sector, utility sector, sports and recreation sector, government departments, neighboring traditional authorities and Members of Parliament. A total of (46) stakeholders attended the AGM and Covid-19 protocols were strictly adhered to. Copies of the Annual Report were distributed to all stakeholders who attended the meeting. Moreover, the report was distributed electronically to over 3,000 ratepayers through Bulk SMS. During the meeting, the stakeholders were afforded an opportunity to comment on the Municipality's performance and they largely commended it for keeping afloat notwithstanding the ongoing Covid-19 pandemic. The meeting was also streamed live on social media and followed by over 150 interested citizens.

1.8.2020/21 External Customer Satisfaction Survey

As per the requirement of the ISO 9001:2015 quality standard, the Municipality conducted and finalized the 2020/2021 External Customer Satisfaction Survey. A total of (368) responses were received and over 90% of these were ratepayers. Whilst the overall survey results depict a picture of stakeholders that are generally satisfied with municipal service delivery; road infrastructure maintenance (on both the CBD and neighbourhoods) and the condition of public toilets clearly remain of greatest concern to stakeholders. On a positive note, stakeholders expressed a high level of satisfaction with regard to communication effectiveness, accessibility of the Municipality, staff customer care as well as waste collection. The overall



customer satisfaction rating was 85%; which marks an improvement from 61% that was achieved during a similar survey in 2019. On another note, the Municipality continued to receive and process day-to-day customer feedback from customers and reports, with recommendations for improvement, were compiled on a monthly basis.

1.9.Establishment & Coordination of Sister-City Relations

The Municipality continued to pursue collaborative networks with other municipalities, locally and internationally, for purposes of learning best municipal practices. A Twinning Memorandum of Understanding (MoU) was signed with Matsapha Town Council. On another note, the Municipality continued to make significant headways towards entering into a sister-city relationship with the United States of America's Lancaster City. By close of the reporting year, a draft Memorandum of Understanding (MoU) had been developed and reviewed by both municipalities and preparations for a visit to Manzini City by Lancaster City, and possibly signing of the MoU, were underway.

1.10.Support Initiatives for Vulnerable Groups

The Municipality managed to coordinate a number of initiatives for (5) selected vulnerable groups namely, the elderly, women and girls, children and youth, people living with disability and the indigent. Initiatives that were coordinated included:

- **Support Initiatives for Children and Youth** - Children and young people continued to receive various types of assistance at the Social Centres in the form of food, clothes as well as assistance with school fees and uniform through a project led by Nazarene Compassionate Ministries, Lusweti and Adventures in Mission. A total of (108) children benefited.
- **Support Initiatives for Girls and Young Women** - A total of (217) girls received education on menstrual

health and hygiene as well as sanitary pads and toiletries through a partnership with a Non-Governmental Organisation (NGO) called Days for Girls, throughout the reporting year. Furthermore, the International Day of the Girl Child was commemorated and attended by (120) girls from the communities. Moreover, a group of (20) women who were victims of gender-based violence and abuse were trained on entrepreneurial skills as well as provided with seed capital amounting to E2,396 each to start income generating projects so that they cease to depend on their abuse perpetrators. The project was supported by Gender Links Eswatini.

- **Support Initiatives for the Elderly-** An elderly health day was successfully hosted during the year under review wherein a total of (120) elderly were presented with Christmas hampers.
- **Support Initiatives for the Destitute and Indigent** - A total of (55) destitute and indigent people were identified by Councillors in the various municipal wards and presented with Christmas hampers in December 2021.



1.11.Autism Centre Operationalization

A number of meetings with the Ministry of Health were held towards a partnership into operationalization of the Manzini Autism and Respite Centre. The Deputy Prime Minister's Office was also engaged. A Memorandum of Understanding (MOU) was developed towards a partnership with the Ministry of Health. Moreover, Terms of Reference for Expressions of Interest by private practitioners towards occupational and speech therapy services were developed and advertised during the reporting year.

1.12.Public Education on HIV and other Social Issues

The Municipality joined the world in observance of the World AIDS Day on the 1st of December 2021. Sensitization of all employees about the disease was conducted. No community event was held due to the Covid-19 pandemic restrictions.

1.13.Gender Programme

The Jo Cox project, which was funded by the Common Wealth Local Government Forum, phased out in September 2021 and got an extension of five months from November to March 2022. The extended project was funded by Canada and the European Union. Milestones achieved through this project included the establishment of (3) women networks, namely; Women in Local Government, Young Women in Local Government and Women in Local Economic Development (LED). All (3) networks had various activities that were successfully implemented. The major ones being the mentorship programme for young women as well as a business mentorship programme for women in LED. A number of trainings on leadership were conducted including a training session for young women who are aspiring to be Councillors. A total of (3) out (4) girls empowerment club sessions were held during the reporting year. The same girls were invited to attend the International Day of the Girl Child event that was held in October 2021. The total number of girls reached during the year was (133). Meanwhile, a total of (2) boys clubs were established during the year under review.

CORPORATE SERVICES HIGHLIGHTS

06 employees enrolled for MDP training

04 employees enrolled for Project Management

10 employee assistance activities implemented

108 night time nuisances abated

22 vacant positions filled

17 employees proceed on early retirement

06 HR policies reviewed

06 QMS internal audits conducted

01 QMS external surveillance audit conducted

03 national quality awards received

02 SADC quality awards received

04 legal matters processed

28 Council meetings held

90 arrested for littering

6,456 nabbed for illegal vending

18 illegal motor mechanics arrested

858 stray cattle impounded





B. CORPORATE SERVICES

1.0. HIGHLIGHTS OF ACHIEVEMENTS DURING THE REPORTING YEAR:

The Municipality continued to carry-out its responsibility of providing support to the internal stakeholders through human resources management, information technology services, legal and Council secretariat services, quality assurance initiatives, public order as well as safety and security services. Progress for the year under review can be reported as highlighted below;

1.1.Training and Development

A training and development plan was developed in line with the allocated budget, as informed by the Turn-Around Strategy (TAS) imperatives of developing effective leadership skills and project management. The annual plan was guided by resource availability and feasibility of training in consideration of the Covid-19 virus pandemic. Six (6) employees that hold supervisory level positions were enrolled for the Management Development Programme (MDP) with the University of Stellenbosch through the Royal Eswatini Sugar Corporation; whilst an additional four (4) officers were enrolled for a Project Management Programme with Regent Business School. The key focus of the training plan was to capacitate all supervisory level employees with the requisite contemporary leadership skills and to effectively manage municipal projects. The thrust of the development programmes was to equip the targeted employees with relevant skills to drive the service delivery standards as expected by all stakeholders.

1.2. Implementation of Performance Management Development System (PMDS)

The Performance Management and Development System (PMDS) cycle for the 2021/2022 financial year commenced in April 2021 through signing of new performance agreements. Mid-year assessments were also conducted in line with the policy. The performance cycle for the reporting year was concluded by conducting year-end performance assessments by all supervisors, managers and heads of department. Employees were assessed by supervisors and scored accordingly. All qualifying employees, as per their acceptable performance levels, were set to be incentivised as per the dictates of the policy. It may be mentioned that the system is working for the organisation but there is room for improvement. The organisation continues to capacitate employees so that they fully comprehend the system.

1.3. Implementation of Employee Assistance Programme

An increase in employee psycho-social challenges was noted during and post the Covid-19 pandemic. As a result, the Municipality took a decision to engage Eswatini Business Health (formerly known as SWABCHA), for purposes of designing and implementing comprehensive strategies towards mitigation of the impact. Eswatini Business Health (EBH's) programme largely focused on the psychological aspect of wellness; and as part of their package they conducted confidential psychological assessments, short-term counseling, referrals to other specialized wellbeing services as well as follow-ups on employees with personal and/or work-related problems. Over and above the EBH-driven programme, the Municipality implemented the following activities as part of its Employee Assistance Programme;

- Mental Health Awareness session
- Covid-19 Awareness sessions
- Tuberculosis (TB) Awareness Session
- Autism Awareness
- Aerobics session
- Men's Indaba
- Women's Indaba
- Covid-19 Vaccination Sensitization
- World Aids Day Commemoration
- International Women's Day Commemoration



1.4.Management of Employee Relations Organizational Climate

The Municipality continued to invest efforts towards maintaining a good organizational climate through improved employee relations. The tripartite stakeholders (Management, Staff Association and the Union) were taken through training on the basic roles and responsibilities of each party in the labor relations sphere. The purpose of the training session, which was conducted by an independent consultant, was to orient newly elected office bearers of both formations (Staff Association and Union) and to capacitate them on the necessary skills that would enable them to effectively function in their respective offices. Furthermore, during the reporting period, the organization commenced the review process of the recognition and collective agreements; which agreements had come into effect in 2009.

1.5.Implementation of Employee Recruitment Plan

A total of (22) vacant positions were filled during the year under review. The recruitment exercise cut across all four functional departments, namely, Finance, Technical Services, Community Services and Corporate Services. By end of the reporting year, a further (11) positions had been interviewed for and appointments were pending whilst an additional (4) positions were still to be advertised. The recruitment plan is informed by budget provisions.

1.6.Good Customer Care Initiatives

Customer care training for all frontline workers was conducted during the reporting year. These included Office Assistants, Cashiers, Receptionist, Registry Clerk, Call Centre agents and public toilet attendants. The purpose of the training was to remind and capacitate them about the importance of serving customers with diligence and care as well as to ensure they left a lasting positive impression on the organisation's stakeholders and customers.









1.7.Turn-Around Strategy (TAS)

During the reporting year, the Municipality implemented phase four (4) of the organizational Turn-Around Strategy (TAS). This phase covered employees who were redundant. As a considerate employer, instead of sending the redundant employees home, it gave them an option to either assume lower grade and pay positions or proceed on early retirement. A total of (15) employees resorted to taking lower pay positions whilst (17) opted to proceed on early retirement. This exercise followed rigorous negotiations with both labor formations (Union and Staff Association); which culminated to mutual collective agreements that were registered at the Industrial Court. Continuous change management trainings, financial counselling and psychological counselling were conducted to support the implementation process.

1.8.Development and Implementation of Occupational Health & Safety

A 12-member Occupational Safety and Health (OSH) committee was appointed by the Office of the Chief Executive Officer. The objective was to ensure that employees complied with all safety regulations and that the general work environment was safe for all employees. Following the appointments, committee members were trained on the ISO 45001:18 standard; which is a management system that deals with issues of health and safety in the workplace. The team developed an activity plan for the year; which included conducting toolbox talks, periodic site inspections, injury-on-duty investigations, amongst others. Members were also trained on conducting compliance audits. It is expected that in the next financial year, the system will be rolled out throughout the organization.

1.9.Review of HR Policies

A review of Human Resources (HR) policies commenced during the reporting period. The review exercise is important for purposes of ensuring that the policies remain relevant. Due to the magnitude of the work and the associated cost implications, a decision was taken to carry-out the exercise piece-meal. Therefore, out of a

total of (23) HR policies, (6) were to be reviewed during the reporting year. Others were to be reviewed in subsequent years.

1.10. Implementation of Quality Management System

The Municipality continued with implementation and compliance monitoring of the ISO 9001: 2015 Quality Management System (QMS). This was aimed at supporting departments to contribute positively to the delivery of organizational strategic objectives through ensuring that service delivered to customers was of acceptable quality. A total of (6) internal audits were conducted and a process validation report produced. One (1) QMS external surveillance audit was conducted by TUV Rheinland Inspection Services during the reporting period. A QMS management review meeting and (10) QMS Technical Committee meetings were also convened during the reporting year. Moreover, (6) QMS sensitization sessions whose objective was to address general QMS requirements among staff were conducted. Nine (9) SHERQ induction sessions and (1) consultation meeting on QMS Policy Review was held with employee formations. In addition, (1) stakeholder engagement meeting was held with TUV Rheinland Inspection Services on customer care. As a means to improve service output, (56) operational procedures and (12) work practices were reviewed. Seventy five (75) QMS departmental meetings and (20) quality circle meetings were held during the reporting period. In addition, (1) session for policy review and another for quality objectives review were held. Quality inspections were also conducted within departments. Process monitoring and evaluation as well as job observations were also conducted as part of the QMS monitoring activities. Furthermore, the organization participated in the local quality awards, which are hosted by the Ministry of Commerce, Industry and Trade, and received (3) awards, namely; Company of the year, Service of the year and Conformity Assessment Body of the year. The Municipality also officially received the SADC Service of the year award and SADC Company of the year 2022.

1.11.Sourcing and Coordination of Legal Support Services

Four (4) legal matters were processed during the year under review. These being the following;

- IntelliPark v Municipal Council of Manzini – The Municipality defended a Court case against Intellipark in relation to installation of a statue in the city. All pleadings were closed and closing submissions were presented before Court by both Counsels. The matter awaits delivery of judgment.
- Municipal Council of Manzini v Pitoli Shabangu (Moneni) - The Court ordered that the Surveyor General be joined as the fourth respondent in the matter and further ordered that it files a report with the Clerk of Court within (60) days regarding the status of plot 2396, Moneni. The matter was postponed to the 15th June 2022, pending filing of a comprehensive report as ordered by the Court.
- Ayanda Magagula v Municipal Council of Manzini – in this matter Applicant fell into a manhole along the MR3 road near KaKhoza in 2015. She filed a delictual claim, alleging that the Municipality was negligent. The case was still continuing by the end of the year under review.
- Municipal Council of Manzini v Meshack Dlamini and Others – Facts of this matter are common cause to Council. The applicant challenged the sale of a property by public auction on the grounds that the order of execution was signed by a Clerk of Court of the Magistrates Court in 2007. The Municipality appealed the court decision, which had been granted by the High Court in 2016, on the grounds that the Court erred in granting the judgment. The matter was concluded during the year under review at the Supreme Court. The Municipality's appeal was successful and the lower court ruling was set aside.



1.12.Coordination of Council Business

A total of (28) Council meetings were convened as per the law. Twelve (12) of them were Statutory whilst (16) were Special Council Meetings. All meeting minutes were appropriately coordinated and submitted to the Ministry of Housing and Urban Development as per Section 22 (5) of the Urban Government Act 1969.

1.13.Governance Improvement Program (GIP)

An Anti-Corruption training was facilitated for all employees in an endeavor to sensitize them against corruption as well as the legalities thereof [i.e the Prevention of Anti-Corruption Act, 2011]. The training was attended by employees from all departments.

1.14.Measures towards efficient use of stationery

The organisation procured a centralised printer during the reporting year. The centralised printer is aimed at improving operational efficiencies and instilling controls in order to curb misuse. The project has been implemented successfully as (70) employees have been connected for printing and scanning services and allocated individual passwords. Users are monitored through the help of a printer logging software to monitor against misuse.

1.15.Nuisance abatement and facilitation of city-wide security services

The Municipality managed to engage a service provider, Global Protection Services, for purposes of enforcing municipal laws, abating public nuisance and maintenance of public order. The following are activities that were carried out during the reporting year;

1.16. Night Response Service

Through the Night Response Team, the Municipality managed to action a total of (108) nuisances at night time during the year under review. Top of the list of nuisances attended to was noise pollution in the neighbourhoods. Other nuisances included open burning of waste within residences and stray dogs.

1.17. Control of Stray Animals

A total of (858) stray cattle were removed from the city and impounded at the Municipality's animal pound. The stray animals were largely found in Ngwane Park, Fairview North and South, Zakhele and Sterkstroom townships. Moreover, a total of (32) stray dogs were removed. Two (2) meetings were held with the Swaziland Animal Welfare Services for purposes of harmonization of the working relationship.

1.18.Control of Illegal Vending/Trading

The Municipality managed to take action against (6, 456) cases of illegal trading within the city. Due to the increasing number of illegal vendors, the Municipality took a decision to increase the number of raids, especially in the townships. The raids were conducted to discourage trading without valid municipal permits.

1.19.Illegal Motor Mechanics

A total of (18) illegal motor mechanics were arrested during a joint operation with the Royal Eswatini Police Service during the reporting year. They had been found trading in undesignated areas. Noteworthy is that the issue of illegal motor mechanics is rampant in different parts of the city, however, the Municipality is trying by all means to manage it. The medium-term plan is to develop workshop space in the city for use by motor mechanics and other forms of light industry trade.

1.20. Littering

A total of (90) cases of littering were recorded during the year under review. Most of these were found to have littered within their business premises. They were ordered to pick the litter as well as pay the requisite fines.

1.21. Crime Prevention Activities

A total of (8) crime prevention engagements were held during the reporting year. Three (3) engagement meetings were with the Business Forum whilst (4) were with the recently established Manzini Joint Security Crime Prevention Forum. A presentation on crime prevention awareness was also held with people with disabilities. Moreover, (1) meeting was held with the National Crime Prevention Forum; which forum is in the process of developing a strategy. It is also worth-mentioning that (1) neighborhood watch scheme has been established in Coates Valley Township.

1.22.Implementation of Public Order, Safety and Security Initiatives

A total of (11) public gatherings were held in the city during the reporting year. Eight (8) of them were riotous whilst the rest were peaceful.

1.23.Upgrading and Replacement of Obsolete ICT Equipment

The Municipality managed to procure a computer server for purposes of strengthening the efficacy of the organization's Information and Communication Technology (ICT) infrastructural services. Moreover, various ICT equipment including (4) computers, (3) printers, (4) Wireless Access Points, (3) tablets, (6) UPS as well as (6) 8GB RAM memory were procured for purposes of improved performance.

1.24.Management of malware and viruses on systems

A total of (50) antivirus software licenses were procured and installed on the Municipality's ICT equipment. The software protects the organization's network, data, information and ICT computer equipment from viruses and hackers.



PUBLIC WORKS AND INFRASTRUCTURE MAINTENANCE SERVICES HIGHLIGHTS

01
Designs for city roads commences

01
Additional public toilet constructed

01
high mast light installed

03
Rehabilitation of 3 roads commences

01
Construction of Bosco bridge begins

03
LED traffic lights installed in 3 intersections

48
streetlights upgraded to LED

179
building plans approved



Municipal Council of Manzini

C. PUBLIC WORKS AND INFRASTRUCTURE MAINTENANCE SERVICES

The Municipality continued to carry-out its mandate in as far as basic urban infrastructure service provision is concerned. Delivery of public infrastructure services was guided by the 5-year Manzini Integrated Development Plan (IDP) which came into effect during the 2019/20 financial year and was reviewed during the reporting year.

1.0. HIGHLIGHTS OF ACHIEVEMENTS ON INFRASTRUCTURE SERVICES

1.1. Installation of High Mast Light at Two-Sticks Township

City high mast lighting is a phased project that is meant to provide area lighting in the city of Manzini. Availability of lighting in the city enhances its security as criminals tend to move away from well-lit environments. One (1) high mast security light was installed at Two Sticks Township (under Ward 1) during the reporting year.

1.2. Redesign of Citywide Road Infrastructure - Phase 1

In effort to ensure that the Municipality is well equipped with preliminary designs for its road rehabilitation/reconstruction projects, it engaged a civil engineering consultant for Phase I of the redesign of citywide road infrastructure. Having the designs helps in the sense that, when funds become available for commencement of rehabilitation/reconstruction/ upgrading works, the process does not have to start from the design stage. The consultant managed to deliver preliminary designs for the identified roads. They were also able to complete final designs for Meintjies Street rehabilitation as well as (3) storm water drainage layouts for Linda Street, Lishongololo/Mhlaba streets and the area around SNAT Burial establishment.

1.3. Rehabilitation of the Manzini Main Market and Construction of Vending Shelter

As part of the Municipality's effort to improve the state of infrastructural condition of the Manzini Main Market as well as improve its ambience in general, rehabilitation of the facility commenced towards the end of the reporting year and the project was due for completion during the following financial year. The Municipality also deemed it appropriate to construct an all-weather shelter for the traders who were trading under temporary shelters in-between the market facilities. The project also commenced during the reporting year and was due for completion during the following financial year.

The table below indicates building plans that were approved during the reporting year as compared with those of the preceding financial year;

Building type	No. of Building Plans		Estimated Amount	
	2020/21	2019/20	2020/21	2019/20
Residential	95	101	E59,552,735	E80,572,775
Commercial	24	43	E40,366,500	E79,802,300
Boundary Walls	41	42	E6,708,570	E5,967,500
Institutional	14	4	E42,248,250	E3,344,000
Other	5	7	E1,153,500	E1,373,000
Total	**179**		**E150,029,555**	**E171,059,575**





1.4.Construction of Storm Water Drains in Ngwane Park

The final designs for construction of storm water drains along Mhlaba and Lishongololo streets in Ngwane Park Extension were finalized during the year under review. The procurement process towards a contractor that would undertake this project was scheduled to take place during the following financial year.

1.5.Upgrading of Fleet Management System

During the reporting year an exercise was undertaken towards upgrading of the Municipality's Fleet Management System from being reactive to a more proactive position. A total of (10) vehicles were fitted with live Fleet Management System gadgets as a pilot project for purposes of improving monitoring, response and reporting processes. This initiative will help arrest abuse of the Council vehicles as well as help save on fuel expenditure. Complete roll-out of the system was scheduled for the following financial year.

1.6.Construction of a Waiting Area shelter at the Filter Clinic

As a means to ensure that patients awaiting to be attended at the Filter Clinic, which is situated within the civic centre premises, are protected from bad weather, services of a contractor were procured for the design and construction of a waiting area near the Filter Clinic. The project was completed towards end of the reporting year.

1.7.Construction of Pendray Park Toilets (Trelawney Park)

In an effort to provide convenience facilities for users of Pendray Park recreational park within Trelawney Park Township as well as passers-by, the Municipality took a decision to construct public toilets within the recreational park. The design process for this project was completed and construction work was undertaken through in-house resources. The construction process commenced towards end of the reporting year and was set for completion during the following financial year.

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

One of the deliverables in the 2019-2024 Integrated Development Plan is the rehabilitation of a selection of city roads (Southern Distributor Road, Mimosa Street and Tikhuba Street in Extension 7 and Coates Valley) as well as construction of a bridge that will link Springle road in Ngwane Park with Southern Distributor road near Bosco Skills Centre. This is meant to provide an additional entry/exit route into the city centre; thereby alleviating traffic congestion. The procurement process for a contractor was completed during the year under review; with the project awarded to AG Thomas (Pty) Ltd. Works commenced during the year under review and will be completed during the 2022/2023 financial year. The project is being delivered in the form of a Public Private Partnership (PPP).

1.9. Reconstruction of Samuel Street Bridge

The project towards reconstruction of Samuel Street Bridge in Ngwane Park Township was awarded to a contractor following an open tender procurement process. Construction commenced, however, its delivery got negatively affected by political instability that engulfed the country. The project was further dealt a huge blow and ended up stalling as the contractor experienced challenges with one of the country's regulatory bodies. The contract termination process began towards the end of the reporting year. An effort will be made to engage another contractor to complete the project.

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

As part of the Municipality's drive to upgrade its traffic lights from the conventional one to Light Emitting Diodes (LED), installation of LED traffic lights at the Hub, Post Office and SNAT Building intersections were completed during the reporting year. Works at the Post Office intersection was at 80% completion by end of the year under review.

1.11. Upgrading of Street Lights on MR3 West

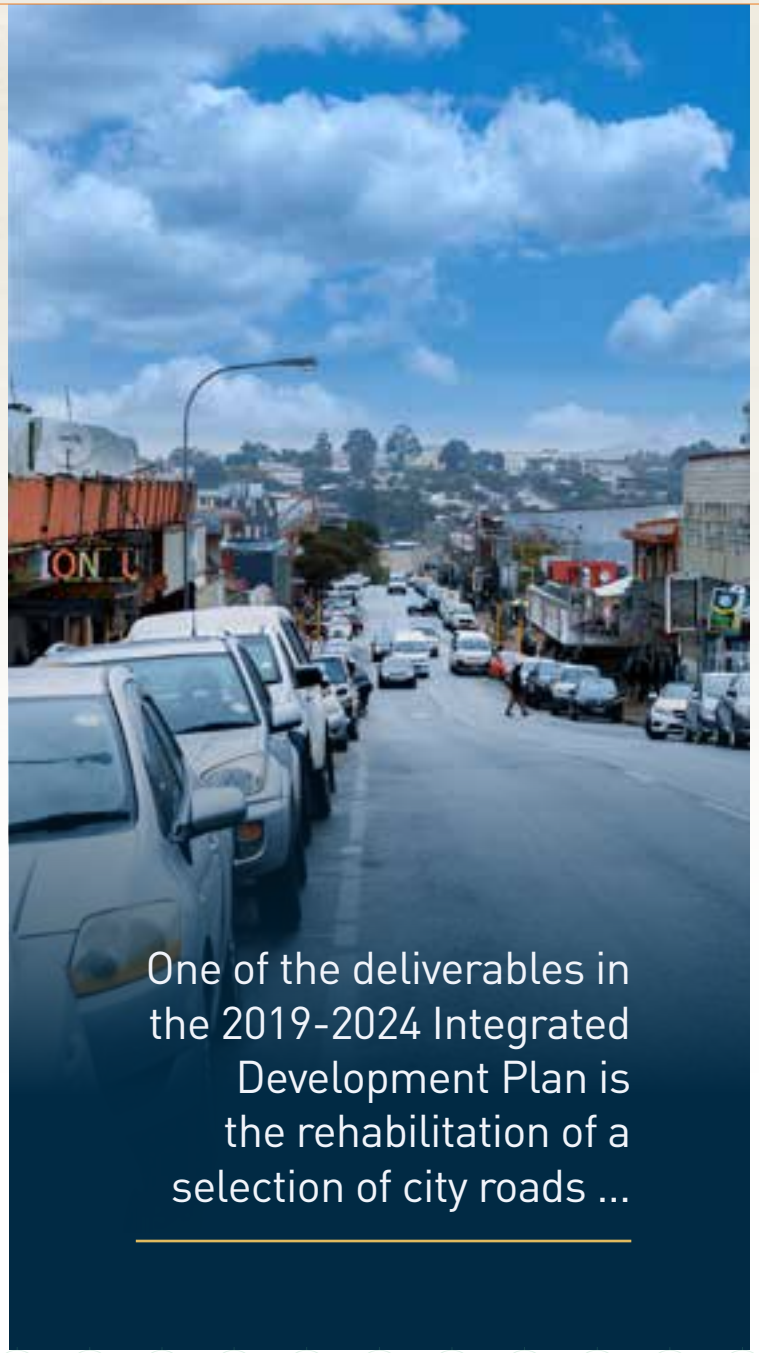
The procurement process towards the supply and installation of Light Emitting Diodes (LED) was completed and (48) LED lights were installed along the MR3 West. This initiative has improved lighting along the road; thereby improving night time driving experience.

1.12. 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. Some service interruptions were experienced during periods of civil unrest in the country; especially in the months between June and September 2021. It can also be reported that monthly reports were received on time. An effort was also made to address areas of the operation that were found to be wanting by customers. More improvement can be expected going forward.

1.13. 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 their combined value standing at E150 million. This figure is E21 million less than those approved during the previous financial year.



URBAN PLANNING AND COMMUNITY DEVELOPMENT SERVICES HIGHLIGHTS

10
special consent applications processed

10
sub-division applications processed

Street benches installed along 3 streets

Furniture installed in 3 recreational parks

203
people participate in flea markets

592
food hygiene inspections conducted

33
plot re-alignments in Moneni

44
abandoned structures identified

328
non-food establishments inspected

11.642kg
food stuffs condemned





...CONTINUED

URBAN PLANNING AND COMMUNITY DEVELOPMENT SERVICES HIGHLIGHTS

Hygiene inspections conducted on 199 residences

6.985 tonnes of waste disposed of at dumpsite

22.86 tonnes health care risk waste collected

2,485 skip loads lifted

31 vacuum tanker loads collected

87,496kg waste received at Buy Back Centre

793 water samples analysed

313 indigenous trees planted

184 health reports processed

211 hand sanitisers tested



...CONTINUED

URBAN PLANNING AND COMMUNITY DEVELOPMENT SERVICES HIGHLIGHTS

+15k
Over 15,000 patients provided with ART services

2,661
provided with PMTCT services

140
young girls exposed to youth peer education programme

1,384
children benefit a meal per day

164
Designs for storm water drains conducted

14
trainings for auto-mobile garages

2,956
tested for HIV

+1m
Over 1 million condoms distributed



D. URBAN PLANNING AND COMMUNITY DEVELOPMENT SERVICES

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

1.0. HIGHLIGHTS OF ACHIEVEMENTS ON URBAN PLANNING AND COMMUNITY SERVICES

1.2. Urban Development Planning

1.3. Processing of Special Consent Applications

A special consent is generally defined as an additional use right that is permitted in terms of the Town Planning Scheme in a particular zone. During the year under review, the Municipality received and processed a total of (10) special consent applications. This marks an increase from (9) special consent applications that were received and processed during the previous financial year. All the applications were conditionally approved. Three (3) of the processed applications were for outbuildings; (2) were for guest houses; (2) were for pre-schools; (2) were for home occupations and (1) was for a bottle store.

1.4. Processing of Property Sub-Division Applications

The Municipality received and processed (10) subdivision applications during the reporting year. This marks an increase from (6) that were received during the previous financial year. Five (5) of the applications were from Ngwane Park Township, (3) were from the city centre, (1) was from Farm 9 whilst another was from Ntunja Township. 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
66, Ngwane Park	Approved
23/281, Manzini	Deferred
L/277, Manzini	Approved
25/125, Manzini	Approved
2/267, Ntunja Township	Deferred
455, Ngwane Park	Approved
339, Ngwane Park	Approved
310, Ngwane Park	Approved
7/9, Peebles Block	Deferred
581, Ngwane Park	Approved



1.5.Cemetery Establishment

The Municipality engaged a service provider for purposes of establishing a multi-burial cemetery next to the Manzini Golf Course Cemetery. The preliminary layout design for the cemetery was prepared and the scoping report was submitted to the Eswatini Environment Authority. The Municipality further prepared the Environmental Impact Assessment (EIA) and submitted it to the Eswatini Environment Authority and it was duly approved. A geo-technical investigation on the land found that about 61.3% of the project area is a wetland and the remainder was usable land for proposed graves (21.8%), animal pound (6.4%), existing graves (6.3%), driveway (2.7%), parking (1.3%) and a chapel (0.2%)

1.6.Provision of Public Open Space Furniture

During the reporting year, the Municipality embarked on installation of furniture for (3) recreational parks that are situated in Coates Valley, Madonsa and Fairview North. Wooden benches and tables, swings and a concrete braai area were also installed in consultation with the community. Moreover, street furniture (that is, benches) was installed on (3) sites within the city centre, these being; next to KFC food outlet at the main bus rank, outside Bhunu Mall and next to the Manzini National Library.

1.7.Establishment of Manzini Weather Station

During the reporting year, the Municipality managed to procure the following weather monitoring instruments towards establishment of a Manzini Weather Station:

- Data logger
- Wind Monitor
- Syphon gauge
- Rain gauge
- Thermopile pyrometer

1.8.Manzini Town Planning Scheme Review

Consultancy services were procured towards the review of the Manzini Town Planning Scheme and the first draft of the document was produced during the reporting year. However, community and stakeholder consultations regarding the reviewed Town Planning Scheme could not take place due to Covid-19 pandemic restrictions which prohibited gatherings. However, other stakeholders such as utility service providers and relevant Central Government ministries and departments were engaged through the use of emails and other digital communication platforms.

1.9.City Socio-Economic Development

(i) Flea markets

The Municipality managed to host a total of (3) quarterly flea markets during the reporting year. Two (2) were hosted along Louw Street, between the Ngwane and Nkoseluhlaza streets, whilst the other was hosted at the King Somhlolo Park in partnership with the Manzini Regional Administration Office. A total of (203) people benefited from the opportunity. Worth-noting is that the number of flea markets that were facilitated was less compared to previous years due to Covid-19 pandemic restrictions.

(ii) Street Vending Day Celebration

The Municipality was able to host the World Street Vendors Day at the Trade Hub during the year under review. The theme was "Social Security and the Future of the Informal Economy". The event is celebrated globally on the 14th of November of every year.

(iii) International Persons with Disability Day

The Municipality hosted the International World Disability Day on 9th December 2021. The event was attended by persons with physical disability, Eswatini Association for the Visually Impaired, Association for the Deaf and the Eswatini Epilepsy Organization.

1.10.Human Settlements Development

(i) Moneni Urban Development Project

The Municipality continued with its attempt to complete the Moneni Urban Development Project despite the leadership challenges that exist between Moneni and Lwandle chiefdom. Four (4) letters of offer were distributed during the reporting year; which brings to (121) the total number of letters of offer that had been issued by end of the reporting year. Otherwise the total number of people that had been allocated plots in Moneni by end of the year under review was (286). A total of (33) plot re-alignments were undertaken by the Surveyor General's Office during the year under review. Moreover, (30) residents were shown their plot beacons; bringing to (166) the total number of residents who had been shown their plot beacons in Moneni by end of the reporting year. During the reporting year, the Municipality further engaged a private valuer to complete the valuation of (8) identified cluster homesteads. The process was completed and the affected residents were engaged. A report was forwarded to the Ministry of Housing and Urban Development for approval and budgeting purposes.

1.11.Provision of Water and Sanitation in Murray Camp, Old Zakhele and Mangwaneni Informal Settlements

The Municipality managed to repair a borehole within Murray Camp Informal Settlement; the objective being provision of clean water for the squatters. The water was further tested for quality assurance purposes and found to be fit for human consumption. An operation and management plan was also developed for sustainability purposes.





(i) Identification of Abandoned and Dilapidated Structures

The Municipality conducted a survey for purposes of identifying abandoned and dilapidated structures within the urban area. A total of (44) properties were identified as abandoned structures and these were located in (9) different townships. The township with the highest number of such structures was Ngwane Park Township (with a total of 11). By end of the reporting year, a total of (15) owners of abandoned structures had been engaged; instructing them to either demolish the structures or resume construction or maintain the property in an acceptable manner. A list of properties with untraceable owners was compiled and advertised in the local print media in the hope that their owners would show up.

(ii) Building Plans Scanning and Filing

The Municipality managed to scan a total of (1,291) plots and (3,172) folders; which accounts for a total of (5,818) building plans scanned and electronically filed.

The table below shows the overall number of building plans that were scanned during the year under review;

Quarter	Plots	Folders	Files
1	75	86	288
2	426	638	1298
3	395	697	2818
4	395	939	1414
Total	**1,291**	**3,172**	**5,818**

...The Municipality managed to host a total of (3) quarterly flea markets during the reporting year. Two (2) were hosted along Louw Street, between the Ngwane and Nkoseluhlaza streets, whilst the other was hosted at the King Somhlolo Park in partnership with the Manzini Regional Administration Office...



E. 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 identify and control health hazards. It is also able to perform sound environmental management, promotion and enhancement of public health and social well-being of city citizens.

1.0. Municipal Laboratory Services

The Municipal laboratory continued to carry-out inspections and monitoring of water and food (environmental tests) in order to ensure public health and safety within the urban area. Tests were conducted on water quality in boreholes, piped water supplied by Eswatini Water Services Corporation and rivers that traverse the city. The Municipality further provided services on microbiological analysis of food/swabs and water brought by customers for testing and analysis.

2.0. Municipal Laboratory Accreditation

The Municipality applied for the accreditation of its laboratory with the ISO/IEC 17025:2017 standard. The assessment was conducted by the Botswana-based Southern African Development Community Accreditation Service (SADCAS) and the laboratory was recommended for accreditation following a rigorous external audit.

3.0. Municipal Laboratory Awarded for Quality

During the year under review, the Municipal laboratory participated in the 2021 National Quality Awards and won an award under the Testing (ISO 17025) category. The Municipality was recognised for its quality management strategies and activities.



4.0. Water Analysis:

A total of (793) water samples were collected and analysed during the reporting year; from (21) designated sampling points of the urban drinking water distribution system. A total of (119) were surface water collected from the (11) sampling points along the Mzimnene and Mgubudla rivers. Moreover, (8) bottled water samples were procured and tested.

5.0. Food Analysis (swabs)

A total of (505) food swab samples were collected, tested and analysed from (81) food establishments. Of these, (12) food outlets had unacceptable results and appropriate action was swiftly taken. Moreover, the laboratory tested the quality of milk sold in shops within the Manzini urban area. A total of (17) different milk brands were procured and tested for pathogens and all results were acceptable.

6.0. Testing of Hand Sanitizers

The Municipal laboratory continued to provide hand sanitizer testing services for purposes of ascertaining that they were compliant with World Health Organisation standards. A total of (211) samples were tested. A total of 81.5% hand sanitizers that were tested had an acceptable alcohol content of above 70% whilst 18.4% had negative results.



F. FOOD SAFETY AND SANITATION

1.0.Food Grading

A total of (164) food outlets were inspected and graded during the reporting year. This marks a decline from (198) that were inspected and graded during the previous year. The decrease in number was a result of closure of some food outlets due to the Covid-19 pandemic.

.The table below provides a summary of the grading exercise:

GRADES AWARDED						
TYPE OF BUSINESS	**NO. OF PREMISES**	**A**	**B**	**C**	**D**	**U**
Restaurants	69	21	12	26	10	0
Bakeries	9	4	3	2	0	0
Butcheries	19	4	6	7	2	0
Groceries & Supermarkets	67	9	5	38	15	0
Total	**164**	**38**	**26**	**73**	**27**	**0**

A table showing a comparison of grading for financial year 2020/21 and 2021/22:

YEAR	A	B	C	D
2020/21	30 (14%)	36 (16.8%)	59 (27.5%)	44 (20.5%)
2021/22	38 (23%)	26 (15%)	73 (44.5%)	27 (16.4%)
Percentage difference	+9%	-1.8%	+17%	-4.1%

The table above indicates a reduction of the B and D grades during the 2021/22 financial year as compared to the 2020/21 grades. On the other hand, an increase in the number of A and C grades is noted. Worth-noting is that the D grade has decreased from 20.5% during the previous financial year to 16.4% during the reporting year. Grade A also increased by 9%. This shows that



shops within the city are working hard to improve and conform to quality and hygiene requirements as per the Public Health (Food Hygiene) Regulations of 1973, Public Health Act, 1969 and other relevant legislation.

1.1.Food Hygiene Inspection:

The Municipality conducted (592) food hygiene inspections during the reporting year. This marks a decrease when compared to (731) inspections that were conducted during the previous financial year. Of these, (268) were found to be operating under unhygienic conditions and served with compliance notices. However it can be mentioned that a majority of the food outlets later on complied.

1.2. Condemnation of Foodstuffs

A total of (11,642kg) of condemned food stuffs was confiscated from food establishments within the Manzini urban area during the year under review.

1.3.Environmental Sanitation

The Municipality conducted (328) inspections of non-food establishments; wherein a total of (152) were found to be unhygienic and served with compliance notices. It can be mentioned that the number of inspections in non-food premises marks a decrease when compared to (407) that were conducted during the previous year. The decline can be attributed to the Covid-19 pandemic which saw the Municipality adopting a work-from-home arrangement in order to achieve social distancing.

1.4.Tree planting exercise

The Municipality managed to plant (313) indigenous trees within the Manzini urban area. Some of the trees were donated by youths from various SADC countries that had been hosted by Eswatini National Youth Cooperative Alliance (ESNYCA). Others were donated by the Ministry of



Tourism and Environmental Affairs' Forestry Department.

1.5.Issuance of Public Health Reports

The Municipality processed a total of (184) health compliance reports during the reporting year. This marks an increase from (144) health reports that were processed during the previous financial year.

1.6.Food Safety Education and Awareness

The Municipality successfully hosted a business owners' workshop on food premises grading. The workshop targeted all food outlet owners who had obtained a grading of C and below. A total of (37) of the targeted (55) premises owners attended. The main aim of the workshop was to try and improve the standard of food safety within the Manzini urban area.

1.7.Animal Pound Operation

A total of (858) stray livestock were impounded in the municipal pound during the year under review. This marks a decline from (1,029) stray animals that were impounded during the previous financial year. Of these, a total of (464) animals were collected by Eswatini Road Safety from outside the Manzini urban area.

1.8.Residential inspections

The Municipality conducted health and hygiene inspections in a total of (199) residences citywide. A total of (131) premises were found to be in good condition whilst (68) were found to be unhygienic. Owners of the unhygienic ones were served with compliance notices. Of the (68) premises, (41) had issues of overgrown vegetation around the yard; (6) had issues of sewer leakage; (3) had issues of indiscriminate littering around the yard and (1) had an issue of open burning of waste.

1.9.Citywide Control of Vegetation Overgrowth

In an effort to improve public convenience and safety within the Manzini urban area, the Municipality conducted a citywide vegetation overgrowth inspection and identified (299) private properties that had vegetation overgrowth. The property owners were served with written notices, instructing them to clear the overgrowth for purposes of improved safety and neighbourliness with neighbouring property owners. The Municipality commenced the litigation process against property owners who remained non-compliant. This happened subsequent to several reminders which were, however, unsuccessful.



THIS IS UNACCEPTABLE

GO GREEN

THERE IS NO PLANET B





G. WASTE MANAGEMENT

1.0.Waste Collection and Disposal

During the year under review, the Municipality continued to provide waste management services at the Municipal Controlled Dumpsite; which is managed through outsourced services. The activities highlighted below were carried out;

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

The total amount of waste disposed at the controlled dumpsite during the reporting year was (6,985.68) tonnes. This reflects a slight decrease from (7,396.51) tonnes of waste that was disposed of during the previous year. Waste recycling activities at the controlled dumpsite reclaimed a total of (166.39) tonnes of recyclable waste. This marks a decrease from 169.06 tonnes that was reclaimed during the previous financial year.

1.2.Health Care Risk Waste (HCRW)

A total of (22.86) tonnes of Health Care Risk Waste (HCRW) was collected twice a week during the reporting year from (47) health care facilities. The waste was treated at the Municipality's newly procured incinerator and further disposed accordingly.

1.3.Skip collection

A total of (1,485) fully loaded skips of waste were collected during the reporting year. Of these, a total of (198) loads were from customers who requested the service. The rest was collected from strategic points of the city such as the Manzini Main Market and bus ranks.



1.4.Vacuum Tanker Services

A total of (33) loads were collected and disposed through the vacuum tanker service during the reporting year. This marks a decline from (39) loads that were collected and disposed of during the previous year. Twelve (12) of the collected waste was from outside the city whilst (21) was from within the Manzini urban area.

1.5.Procurement of Waste Collection Equipment

The Municipality managed to procure a total of (5) new skip bins and repaired (3). Moreover, a total of (31) concrete street litter bins were procured and duly installed within the urban area.

1.6.Enforcement of Litter Regulations

A total of (90) offenders were fined for contravening the Litter Regulations of 2021 during the year under review and a total of (E30,000) was collected in penalty fees. Most of the offenders were nabbed within the city centre.

1.7.Clean-Up Campaigns

The Municipality managed to facilitate (4) clean-up campaigns within the Manzini urban area during the year under review. A total of (50) pupils participated in the clean-up of Sikhunyana Township, the area around William Pitcher College, Murray Camp and areas surrounding the Mavuso Trade Centre. A total of (480kg) of waste was collected and disposed at the controlled dumpsite.

1.8.Waste Buy-Back Centre Operation

A total mass of (687,496kg) of waste was received, baled and transported during the reporting year. This marks an exponential increase from 75,912kg that was collected during the previous year.

1.9.Education and Awareness

The Municipality facilitated (14) health and safety workshops for auto-mobile garages during the reporting year. The stakeholders were trained on the following;

- Duties of the employer and duties of the employee as stipulated in the OSH Act, 2001.
- General safety and health in automobile garages. That is, health hazards associated with their work as well as appropriate safety precautions.
- Waste management. That is, proper disposal of the different types of waste produced in the automobile industry e.g. used oil.



Recyclable waste about to be weighed at the Manzini Buy-Back Centre.





H. MUNICIPAL HIV AND AIDS PROGRAMME

1.0. Health Care Services

The Municipality managed to provide a number of health care services to citizens of Manzini and surrounding areas during the year under review. These included HIV and AIDS services which were 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 and AIDS response coordination.

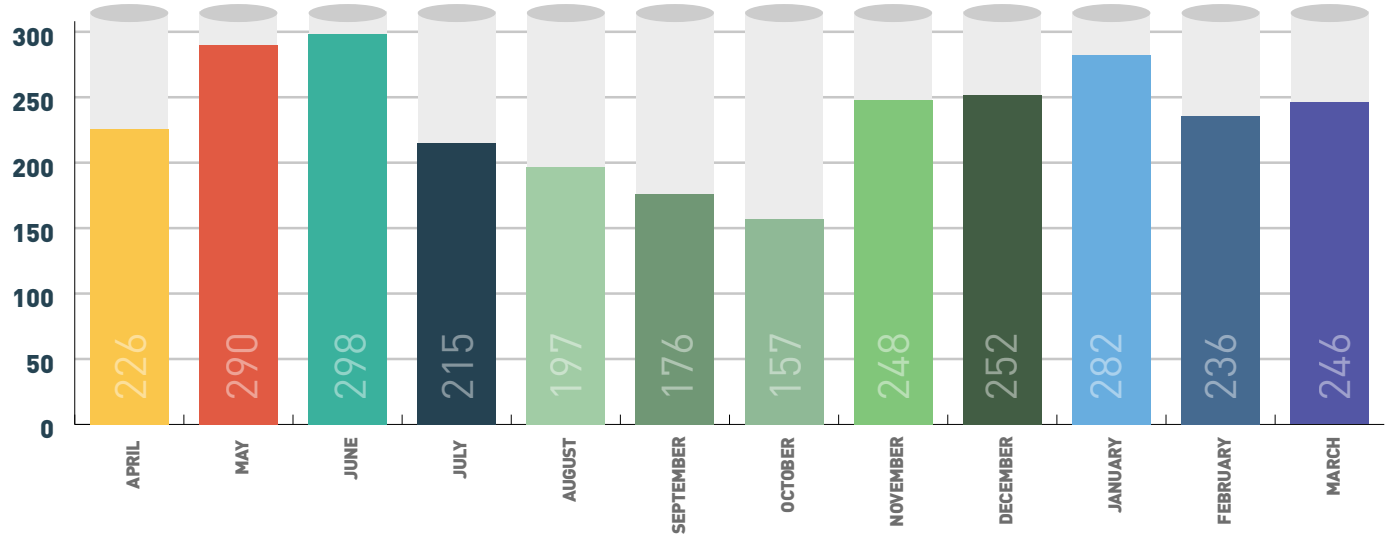
1.2.HIV Testing Services

Knowing one's HIV status is an entry point for getting a number of HIV and AIDS treatment services. It is also the basis for all HIV prevention interventions hence the Municipality continued to prioritize testing services. A total of (2,956) people were tested during the course of the year under review at the LaMvelase Help Centre as well as during community outreach activities.

1.3.Condom Distribution

Easy accessibility of condoms is one of the key strategies that the Municipality is utilising to deal with the issue of increasing levels of new HIV infections. Furthermore, condoms are still the main HIV prevention commodity that exist in the country. The Municipality managed to ensure consistent condom distribution in strategic areas within the city, including public toilets. A total of (1, 070 600) condom units were distributed during the reporting year.

PMTCT clients seen



Condom distribution

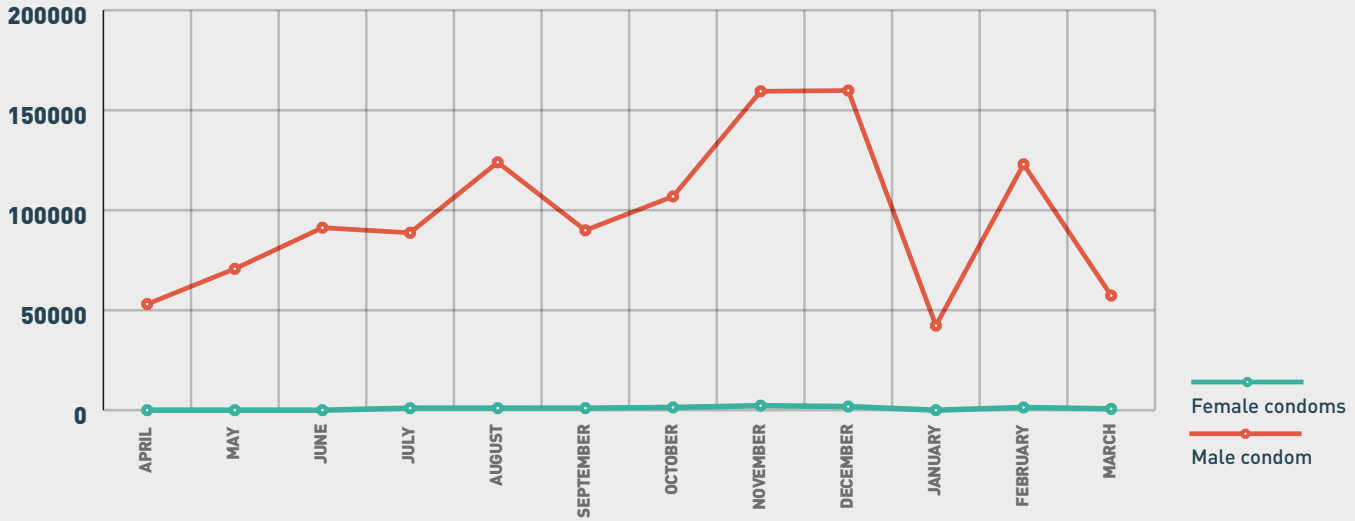
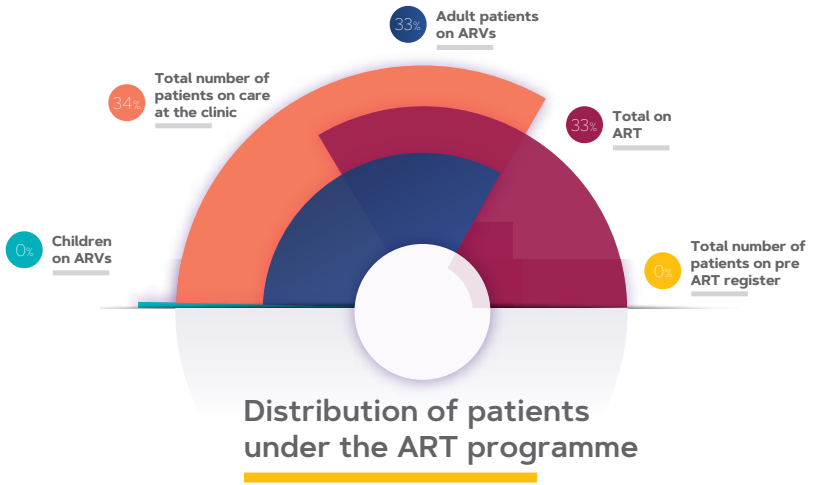


Figure showing condom distribution per month:

1.4.Anti-Retroviral Therapy (ART) Services

A total of (15, 067) people were provided with Anti-Retroviral Therapy (ART) services at the LaMvelase Help Centre by end of the reporting year. During the course of the year under review, a file audit was conducted to identify clients who came from far flung places and they were transferred to other ART clinics run by AHF (AIDS HealthCare Foundation) within the country. This is done annually hence the flat growth margin of clients receiving care from the LaMvelase Help Centre. Services provided included Anti-Retroviral Therapy (ART), treatment of opportunistic infections, CD4 count monitoring, viral load monitoring, Sexual and Reproductive Health (SRH) services, Tuberculosis (TB) testing and treatment as well as the management of non-communicable diseases such as diabetes. Other support services rendered included providing food parcels for needy clients who are on ART as well as a youth empowerment programme for teens living with HIV (teen clubs).



A table showing the distribution of patients under the ART programme:

Adult patients on ARVs	**14,916**
Children on ARVs	**149**
Total on ART	**15,065**
Total number of patients on pre ART register	**2**
Total number of patients on care at the Clinic	15,067

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

The Prevention of Mother to Child Transmission of HIV and AIDS (PMTCT) programme remains pivotal in 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 Municipality. With the help of trained community volunteers, a total of (2,661) clients were reached during the year under review.

1.6.Youth Peer Education Programme

The youth wing managed to conduct a number of social behavioral change communication initiatives over the period under review. The initiatives included conducting one-on-one educational sessions on HIV and other social issues with peers, community youth days as well as social media interactions with young people. The youth programme also hosted the International Day of the Girl Child; which is an annual event that is commemorated in October of every year. A total of (140) young girls attended. The total number of youths reached throughout the year is (5,194).

1.7.Welfare Services for Children

The Social Centres programme operated smoothly during the reporting year; albeit under strict Covid-19 prevention protocols. The programme entails provision of a number of child care services to Orphaned and Vulnerable Children (OVC) in (7) Social Centres. Services provided included feeding; which entails provision of at least one meal per day and the free pre-school education programme – referred to as the Early Childhood and Development programme (ECCD). The feeding programme is meant for all children from ages 0 to 18. The feeding programme reached a total of (1,364) children over the reporting year whilst the ECCD programme enrolled (145) pupils. The ECCD programme benefits children between the ages of 4-5 years.

1.8.Social Responsibility

LAMVELASE PROGRAMME VOLUNTEERS GROCERY HAMPERS – The Municipality took time to appreciate community volunteers for the work they do as part of the LaMvelase Help Centre programme. A total of (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.

SUPPORT INITIATIVES FOR THE ELDERLY - As part of the Municipality's social responsibility initiatives, a total of (120) elderly citizens were presented with Christmas hampers during the festive season of the reporting year.



FINANCIAL SERVICES HIGHLIGHTS

76%
rates collection target reached

E7m
collected from user-fees

8
new categories added into rating structure

E77m
outstanding rates

I. FINANCIAL SERVICES

The Municipality had a number of programmes scheduled for the year under review. These included revenue collection, general valuation roll implementation, audit of properties, external financial audit and budgeting, amongst others. Maximisation of revenue collection continues to be the major objective of the Municipality. However, it can be mentioned that the current fiscal challenges faced by the country resulted in serious cash flow challenges for the Municipality during the reporting year. The following are activities that were undertaken by the Municipality as a means to improve the financial viability of the organisation during the reporting period;

1.0. HIGHLIGHTS OF ACHIEVEMENTS

1.1.Coordination and Facilitation of Rates Collection Process

A Revenue Collection Plan, also referred to as a Revenue Enhancement Plan, was developed at the beginning of the financial year under review. The plan is basically a working document that gives direction towards revenue collection. The plan was reviewed towards the end of the reporting financial year for purposes of accommodating changes that happened during the first (3) quarters of the year. The Revenue Collection Plan defined clear and specific targets for revenue collection per quarter of the financial year.

Rates assessment for (4,800) properties was done during the year under review; with current rates billed amounting to E81 million. Assessment notices were issued to all properties by mail, SMS and e-mail; using the last known addresses. Letters of final demand were issued in the second quarter of the financial year under review; as per the provisions of the Rating Act, 1995.

The total rates collection performance during the reporting year stood at E65 million; which marks 76% of the collection target for the year.

1.2. Implementation of New User-Fees

The Municipality submitted proposed new service charges to the Ministry of Housing and Urban Development for approval. These had not yet been approved by end of the reporting year. User fee collection continued during the year under review and a total of over E7 million was collected by the Municipality. Challenges continued to be encountered in as far as collection of other user fees, namely; bus rank service charges and road reserve user fees. Furthermore, the Covid-19 pandemic caused a major decline in collection of street vending fees.



1.3. General Valuation Roll Implementation & Management

All Manzini urban area properties were uploaded into a system as they appear on the certified 2020/2021 Valuation Roll and a system general valuation roll was thereafter developed. Cleaning of the database was undertaken during the reporting year; which exercise saw development and implementation of a new KYC (Know Your Customer) platform. A total of (2,897) stakeholders had had their information updated in the system by end of the reporting year. A review of the rates clearance issuing procedure was also undertaken in a bid to capture the necessary information whenever property changed hands. Information on mortgaged properties was also collected during the reporting year.

1.4.Development of New Rating Categories in line with Town Planning Scheme

New rating categories in line with the Town Planning Scheme were developed during the reporting year. As a result, (8) different categories were added into the Municipality's rating structure. The exercise was scheduled for completion during the following financial year pending gazetting and approval of the new categories by the Minister of Housing and Urban Development. Implementation of the new rating categories has been scheduled for the 2023/2024 financial year.

1.5.External Financial Audit

External auditors (PriceWaterhouse Coopers) were engaged during the reporting year to commence the financial audit for the 2020/2021 financial year. Audited financial statements with an unqualified audit opinion were obtained from the auditors and presented to stakeholders during the Municipality's Annual General Meeting.

1.6.Budgeting Policy Implementation

The budgeting process was undertaken during the reporting year. A draft budget was presented to stakeholders and they were afforded an opportunity to make their input. As per procedure, subsequent to approval of the draft estimates by Council, same were opened up for public viewing and thereafter submitted to the Ministry of Housing and Urban Development.

1.7.Development of a Municipal Financial Sustainability Strategy

The procurement process towards development of a Financial Sustainability Strategy was carried out and a suitable service provider identified. Development of the strategy, together with accompanying financial policies, was expected to commence during the following financial year.

1.8.Arrear Rates Collection & Management Strategy

A debtors' age analysis was conducted and a collection plan developed for arrear rates with an outstanding period of two years or more. These fell under the abandoned properties programme. The objective of the exercise was to collect all outstanding rates in line with the Rating Act, 1995. Outstanding rates debtors by end of the reporting year stood at about E77 million; with miscellaneous debtors amounting to E2 million. The Municipality made an undertaking to intensify rates collection during the following financial year; the target being collection of at least 50% of the outstanding debts.


Behind every good
Business is a great
Accountant.
2022
ANNUAL REPORT

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2022



MUNICIPAL COUNCIL OF MANZINI

CIVIC OFFICES
Ngwane Street, Manzini
P.O. Box 418, Manzini
M200, Eswatini
Tel: 2508 5000
Fax: 2505 3992

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

REFERENCE:

YOUR REF:

DIRECTOR FINANCE LETTER TO THE COUNCILLORS

His Worship the Mayor and Honorable Councillors

FINAL ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

I have the pleasure to submit final accounts for the year ended 31 March 2022 together with the auditor's report for your consideration.

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

Yours faithfully

M.L MAMBA
(DIRECTOR FINANCE)

STATEMENT OF COUNCILLORS' RESPONSIBILITY

for the year ended 31 March 2022

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 10 to 36 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 — **DATE** 07-09-2022

CHIEF EXECUTIVE OFFICER — **DATE** 07-09-2022

MAYOR — **DATE** 07-09-2022

INDEPENDENT AUDITOR'S REPORT

To the Members 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 2022 are prepared in all material respects in accordance with the basis of accounting described in note 2 to the financial statements.

WHAT WE HAVE AUDITED

The Municipal Council of Manzini's financial statements set out on pages 10 to 36 comprise:

- the statement of financial position as at 31 March 2022;
- the statement of revenue funds for the year then ended;
- the statement of changes in equity for the year then ended;
- the statement of cash flows for the year then ended; and
- the notes to the financial statements which include a summary of significant accounting policies.

Basis for opinion

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

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

INDEPENDENCE

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

Emphasis of Matter –Basis of Accounting

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

Other information

The 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 2022". 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 identified above 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.

pwc

Responsibilities of the Councillors for the financial statements

The Councillors are responsible for the preparation of these financial statements in accordance with the basis of accounting described in note 2 to the financial statements 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:

COUNCILLORS' REPORT

for the year ended 31 March 2022

The Councillors have pleasure in presenting their report and audited financial statements of the Municipal Council of Manzini for the year ended 31 March 2022.

NATURE OF BUSINESS

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

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

OPERATING AND FINANCIAL REVIEW

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

EVENTS SUBSEQUENT TO STATEMENT OF FINANCIAL POSITION DATE

The Councillors are not aware of material event which occurred after the reporting date and up to the date of this report.

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.

COUNCILLORS' REPORT (CONTINUED)

for the year ended 31 March 2022

COUNCILLORS

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

MAYOR:
Q. ELS

MEMBERS:
B. SHONGWE
S. BHEMBE
M. VILANE
S. NKABINDE
M. MABUZA
S. NYAWENI
W. DLAMINI
H. KUNENE
J. SHIBA
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	: M. MAMBA (Acting)
HEAD OF STRATEGY	: S. DLAMINI

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

LEGAL ADVISORS

ROBINSON BERTRAM

Postal Address	Physical Address
Robinson Bertram	Robinson Bertram
P O Box 24	Lot 44&45 Ingcongwane Building
Mbabane	Gwamile Street Swazi Docex 5
H100	Mbabane
Eswatini	Eswatini

MADZINANE ATTORNEYS

Postal address	Physical address
P O Box 5670	Second Floor Office No.2
Manzini	Sikhulile House
M200	Manzini
Eswatini	Eswatini

S.V MDLADLA & ASSOCIATES

Postal address	Physical address
P O Box 3798	Lot No 306 Lomadvokola Chambers
Mbabane	Cnr Lomadvokola & Nukwase Streets
H100	Mbabane
Eswatini	Eswatini

MUSA M SIBANDZE ATTORNEY

Postal address	Physical address
P O Box A240	1st Floor
Swazi Plaza	Development House
Mbabane H101	Swazi Plaza
H101	Mbabane
Eswatini	Eswatini

COUNCILLORS' REPORT (CONTINUED)

for the year ended 31 March 2022

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

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

INVESTMENT MANAGERS

STANLIB ESWATINI LIMITED

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

Physical address
2nd floor
Mbabane Office Park
Mbabane
Eswatini

STATEMENT OF REVENUE FUNDS

for the year ended 31 March 2022

	Notes	2022 E	2021 E
Revenue	1	**79 072 202**	81 396 218
Other operating income	2	**7 850 462**	8 321 892
Government grants and subvention	2.1	**2 574 180**	5 258 872
Operating income		**89 496 844**	94 976 982
Operating expenditure	3	**(88 340 122)**	(65 362 508)
Operating surplus		**1 156 722**	29 614 474
Finance costs – net	4	**(1 963 988)**	(3 627 720)
Finance income	4	**164 274**	107 760
Finance costs	4	**(2 128 262)**	(3 735 480)
(Deficit) / surplus for the year		**(807 266)**	25 986 754

STATEMENT OF FINANCIAL POSITION

at 31 March 2022

	Notes	2022 E	2021 E
ASSETS			
Non-current assets			
Property, plant and equipment	6	**295 714 931**	285 138 297
Current assets			
Inventories	7	**191 409**	211 420
Rates and other receivables	8	**50 879 373**	46 900 441
Financial assets held at fair value	10	**41 443**	39 691
Cash and cash equivalents	9	**3 587 239**	19 179 486
Trust funds	12	**63 235**	-
Restricted funds	9	**10 000 000**	-
		64 762 699	66 331 038
Total assets		**360 477 630**	351 469 335
EQUITY			
Reserves attributable to the Council			
Accumulated surplus		**310 757 937**	311 565 203
LIABILITIES			
Non-current liabilities			
Borrowings	11	**10 452 261**	10 282 980
Current liabilities			
Bank overdraft	9	**12 562 481**	12 849 567
Short term portion of borrowings	11	**5 542 893**	5 384 408
Trust funds	12	**-**	700 874
Trade and other payables	13	**14 354 191**	6 276 004
Provisions for other liabilities and charges	15	**6 807 867**	4 410 299
Deferred Grant Income	16	**-**	-
		39 267 432	29 621 152
Total liabilities		**49 719 693**	39 904 132
Total equity and liabilities		**360 477 630**	351 469 335

STATEMENT OF CHANGES IN EQUITY

for the year ended 31 March 2022

	Accumulated Surplus E	Total E
Balance at 01 April 2021	**311 565 203**	311 565 203
Deficit for the year	**(807 266)**	(807 266)
Balance at 31 March 2022	**310 757 937**	310 757 937
Balance at 01 April 2020	**285 578 449**	285 578 449
Surplus for the year	**25 986 754**	25 986 754
Balance at 31 March 2021	**311 565 203**	311 565 203





STATEMENT OF CASH FLOWS

for the year ended 31 March 2022

	Notes	2022 E	2021 E
Cash flow from operating activities			
Cash generated in operations	14.1	**7 673 556**	39 973 144
Interest received	4	**164 274**	107 760
Interest paid	4	**(2 128 262)**	(3 735 480)
Net cash generated from operating activities		**5 709 568**	36 345 424
Cash flows from investing activities			
Purchase of property, plant and equipment	6	**(10 576 634)**	(3 719 494)
Movement in financial assets held at fair value		**(1 752)**	(39 691)
Net cash utilized in investing activities		**(10 578 386)**	(3 759 185)
Cash flows from financing activities			
Grants received for capital projects		**-**	1 000 000
Loan repayments	14.2	**(9 672 234)**	(17 765 322)
Trust funds received net		**(764 109)**	(109 960)
Movement in overdraft	14.3	**(287 086)**	2 882 159
Net cash utilized in financing activities		**(10 723 429)**	(13 993 123)
Net movement in cash and cash equivalents		**(15 592 247)**	18 593 116
Movement in cash and cash equivalents			
Cash and cash equivalent at beginning of year		**19 179 486**	586 370
Net movement in cash and cash equivalents		**(15 592 247)**	18 593 116
Cash and cash equivalents at end of year	9	**3 587 239**	19 179 486

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

for the year ended 31 March 2022

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.

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.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

for the year ended 31 March 2022

Leases

Assets and liabilities arising from a lease are initially measured on a present value basis. Lease liabilities include the net present value of the following lease payments:

- ✓ fixed payments (including in-substance fixed payments), less any lease incentives receivable,
- ✓ variable lease payments that are based on an index or a rate, initially measured using the index or rate as at the commencement date,
- ✓ amounts expected to be payable by the Council under residual value guarantees,
- ✓ the exercise price of a purchase option if the group is reasonably certain to exercise that option, and
- ✓ payments of penalties for terminating the lease, if the lease term reflects the group exercising that option.

Lease payments to be made under reasonably certain extension options are also included in the measurement of the liability.

Lease payments are allocated between principal and finance cost. The finance cost is charged to profit or loss 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 assets are measured at cost comprising the following:

- ✓ the amount of the initial measurement of lease liability,
- ✓ any lease payments made at or before the commencement date less any lease incentives received,
- ✓ any initial direct costs, and
- ✓ restoration costs.

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 and other short-term highly liquid investments with original maturities of three months or less.

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.

Bank overdrafts are shown within borrowings in current liabilities on the statement of financial position.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

for the year ended 31 March 2022

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 a rate between 22% and 27% of the 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.

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 grant received account which is classified under capital discharged in the Statement of financial position.

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

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

Liabilities and provisions

The Council recognises liabilities including provisions when:

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

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

Contingent liabilities

The Council discloses a contingent liability where:

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

Revenue recognition

Rates income is recorded on all ratable properties of the Council. The figures are extracted from both master valuations 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.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

for the year ended 31 March 2022

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 minimize 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.

(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 2022 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.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

for the year ended 31 March 2022

(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.

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 2022 E	31 March 2021 E
First National Bank of Eswatini Limited	**419 695**	2 893 643
Eswatini Mobile	**7 636**	3 685
MTN Eswatini	**20 204**	-
Nedbank Swaziland Limited	**2 586 467**	14 939 312
Standard Bank Eswatini Limited	**289 753**	1 256 253
Swaziland Building Society	**212 044**	-
	3 535 799	19 092 893
Stanlib Eswatini Limited	**41 443**	39 691
Nedbank Swaziland Limited -Bank Overdraft	**(12 562 481)**	(12 849 567)
Individuals	**30 372 870**	31 386 243
Businesses	**26 377 619**	16 851 120
Government of Eswatini	**22 041 937**	22 887 833
	78 792 426	71 125 196

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

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

for the year ended 31 March 2022

(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.

The table below analyses the company's financial liabilities into relevant maturity classes based on the remaining period at the statement of financial position to the contractual maturity date. The amounts disclosed in the table are the contractual undiscounted cash flows. Balances due within 12 months equal their carrying balances as the impact of discounting is not significant.

	Less than 1 Year	Between 2 and 5 years E	Total E	Carrying amount E
At 31 March 2022				
Trade and other payables	17 870 385	-	17 870 385	17 870 385
Bank overdraft	12 562 893	-	12 562 893	12 562 893
Borrowings	5 911 618	10 489 746	16 401 364	15 995 154
	36 344 896	10 489 746	46 834 642	46 428 432
At 31 March 2021				
Trade and other payables	6 276 004	-	6 276 004	6 276 004
Bank overdraft	12 849 567	-	12 849 567	12 849 567
Borrowings	5 658 871	10 494 537	16 153 408	15 667 388
	24 784 442	10 494 537	35 278 979	34 792 959

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

for the year ended 31 March 2022

(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 2022 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.

Estimated impairment of rates debtors

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

6. COMPARATIVES

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

NOTES TO THE ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2022

		2022 E	2021 E
1	**REVENUE**		
	Revenue comprised the following:		
	Assessment rates		
	- General	**49 582 864**	49 653 533
	- Government	**25 545 395**	31 742 685
	- Penalties and interest	**3 943 943**	-
		79 072 202	81 396 218
2	**OTHER OPERATING INCOME**		
	Revenue from various services rendered:		
	Parks and recreational fees	**517 780**	170 805
	Licenses and permits	**1 380 756**	1 039 967
	Service charges	**3 199 562**	3 097 966
	Rent received	**898 115**	947 297
	Health care facilities	**502 451**	364 786
	Advertising fees	**1 052 641**	176 575
	Release of bad debts provision	**-**	2 307 486
	Sundry	**299 157**	217 010
		7 850 462	8 321 892
2.1	**GOVERNMENT GRANTS AND SUBVENTION**		
	Government subvention (Eswatini)	**2 574 180**	3 297 402
	Government grant (Eswatini & Taiwan)	**-**	1 961 470
		2 574 180	5 258 872

The subvention comprises amount received to finance operational costs through the Ministry of Housing and Urban Development.

The grant received comprises of amounts received from the Government of Eswatini to finance capital improvement projects

The ROC in Taiwan gave the municipality a grant for the construction of autism centre.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 March 2022

		2022 E	2021 E
3	**OPERATING EXPENDITURE**		
	Auditor remuneration		
	- External audit fees	**498 096**	521 435
	- Internal audit fees	**202 791**	106 322
	Bad debts	**7 349 089**	-
	Councillors' allowances others	**826 186**	825 495
	Employee Benefit Expenses (Note 5)	**35 315 175**	34 918 718
	Establishment costs	**35 559 771**	24 320 667
	Special expenditure	**8 589 014**	4 669 871
		88 340 122	65 362 508
4	**FINANCE COSTS – NET**		
	Finance income		
	Interest received from short term deposits	**164 274**	107 760
	Finance costs		
		(2 128 262)	(3 735 480)
	Interest on bank overdrafts	**(1 306 535)**	(1 179 085)
	Interest on finance leases	**(821 727)**	(2 556 395)
	Finance costs – net	**(1 963 988)**	(3 627 720)
5	**EMPLOYEE BENEFIT EXPENSES**		
	Salaries and wages	**26 575 668**	27 072 012
	Employee benefit costs and allowances	**5 591 119**	4 500 511
	Gratuity	**2 076 703**	2 215 056
	Pension fund contributions and disability insurance	**1 071 685**	1 131 139
		35 315 175	34 918 718

The average number of employees during the year was 204 (2021 : 212).

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 March 2022

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 2022					
Opening net book amount	**30 587 346**	**23 900 721**	**4 409 315**	**226 240 915**	**285 138 297**
Additions	**1 617 611**	**559 421**	**1 306 489**	**7 093 113**	**10 576 634**
Closing net book amount	**32 204 957**	**24 460 142**	**5 715 804**	**233 334 028**	**295 714 931**
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

	2022 E	2021 E
Land and building comprise:		
Plot 489 situate Coates Valley with buildings thereon – at cost	**98 217**	98 217
Building structures at various locations.	**32 106 740**	30 489 129
	32 204 957	30 587 346

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.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 March 2022

		2022 E	2021 E
7	**INVENTORIES**		
	Electrical	**6 322**	-
	Spares and accessories	**135 964**	149 008
	Toilet Tissue	**20 712**	57 726
	Road paints	**17 655**	-
	Oil	**325**	1 499
	Miscellaneous items	**555**	689
	Cement	**8 377**	-
	Glue	**1 499**	2 498
		191 409	211 420
8	**RECEIVABLES AND PREPAYMENTS**		
	Assessment rates debtors		
	- General	**50 750 489**	48 237 363
	- Government	**22 041 937**	22 887 833
	Total Rates Debtors	**78 792 426**	71 125 196
	Staff debtors (Note 8.1)	**210 257**	385 079
	Sundry debtors (Note 8.2)	**5 223 100**	1 387 487
	Total rates and other receivables	**84 225 783**	72 897 762
	Impairment provisions (Note 8.3)	**(33 346 410)**	(25 997 321)
		50 879 373	46 900 441
8.1	**Staff debtors**		
	Staff debtors are comprised of the following:		
	Staff advances	**210 257**	385 079
8.2	**Sundry debtors**		
	Sundry debtors comprised of the following:		
	Unpresented cheques	**-**	16 750
	Ngwane park debtors	**129 666**	90 868
	Bus Rank rent	**380 006**	574 678
	Manzini Extension 19	**-**	73 900
	Zakhele	**21 080**	18 580
	Fairview North debtors	**-**	21 341
	Other debtors	**3 971 404**	-
	Market Rentals	**147 016**	58 064
	Street Vendors	**573 928**	533 306
		5 223 100	1 387 487

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (CONTINUED)
for the year ended 31 March 2022

		2022 E	2021 E
8.3	**Impairment provision**		
	Balance at beginning of the year	**25 997 321**	28 304 807
	Charged to statement of revenue funds	**7 349 089**	-
	Utilized during the year	**-**	(2 307 486)
	Balance at end of the year	**33 346 410**	25 997 321
9	**CASH AND CASH EQUIVALENTS**		
	Cash balances and short-term deposits		
	- Nedbank Call Account	**338 390**	68 491
	- Nedbank Call – Dumpsite	**2 120 693**	14 837 355
	- Standard Bank Call Account	**169 539**	457 845
	- Nedbank New Current Account	**116 837**	22 940
	- First National Bank Account	**419 695**	2 893 643
	- Nedbank Call Account	**10 547**	10 526
	- Standard Bank Current Account	**120 214**	798 408
	- MTN Mobile Money Account	**20 204**	-
	- Eswatini Mobile Emali Account	**7 636**	3 685
	-Swaziland Building Society	**212 044**	-
	- Cash on hand	**51 440**	86 593
		3 587 239	19 179 486
	Restricted funds		
	Nedbank (Swaziland) Limited	**10 000 000**	-
	The Council has restricted funds held with Nedbank (Swaziland) Limited which are kept in a corporate deposit account with a fixed deposit rate of 4.4% per annum. Such funds are with respect to the payment of the Bosco bridge project and will mature on 01st October 2022.		

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 March 2022

9.1 BANK OVERDRAFT

The bank overdraft facility is secured as follows:

- ✓ First, Second and Third Mortgage Bond for E 10 269 000 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 No 514, 516, 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.
- ✓ 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.
- ✓ Cession over balance held on call account / corporate deposit limited to E10 000 000.

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. The balance as at 31 March 2022 is E nil (2021: E374)



NOTES TO THE ANNUAL FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 March 2022

		2022 E	2021 E
10	**Financial assets held at fair value**		
	Stanlib Money Market Account	**41 443**	39 691
	Reconciliation of Financial assets held at fair value		
	Opening balance	**39 691**	34 939
	Interest earned	**1 752**	4 752
		41 443	39 691

*Financial assets amounting to E39 692 included in cash and cash equivalents in the prior year were reclassified from cash and cash equivalents and the prior year figures were updated to keep the disclosure consistent with the 2022 financial year.

11	**BORROWINGS**		
11.1	**Maturity analysis**		
	Non-current:		
	Nedbank loan – new vehicles (Note 11.4)	**1 025 740**	2 295 386
	World bank – Urban Development Project (Note 11.2)	**437 440**	437 440
	ENPF Loan – Infrastructure (Note 11.6)	**1 438 927**	-
	Eswatini Government – World Bank loan – Package 16 (Note 11.7)	**7 550 154**	7 550 154
		10 452 261	10 282 980
	Current:		
	African Alliance (Note 11.5)	**-**	3 639 464
	Nedbank loan – new vehicles (Note 11.4)	**1 245 748**	1 139 706
	ENPF Loan – Infrastructure (Note 11.6)	**4 297 145**	-
	Nedbank Project Loan (Note 11.3)	**-**	605 238
		5 542 893	5 384 408
	Total borrowings	**15 995 154**	15 667 388

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 March 2022

11 BORROWINGS (CONTINUED)

11.2 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.

11.3 Nedbank Project Loan

At 31 March 2022, the balance is E Nil (2021: E605 238) as the project loan was settled during the year under review.

		2022 E	2021 E
11.4	**Finance leases**	**2 271 488**	**3 435 092**
	The minimum lease payments of finance lease obligations as follows:		
	Gross minimum future instalments	**2 438 333**	3 921 112
	Due within a year	**1 375 108**	1 414 169
	Due within two to five years	**1 063 225**	2 506 943
	Less: Future finance charges	**(166 845)**	(486 020)
	Due within a year	**(129 360)**	(274 463)
	Due within two to five years	**(37 485)**	(211 557)
	Present value of finance leases	**2 271 488**	**3 435 092**
	The present values of finance leases is as follows:		
		2 271 488	3 435 092
	Due within a year	**1 245 748**	1 139 706
	Due within two to five years	**1 025 740**	2 295 386

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.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 March 2022

11 BORROWINGS (CONTINUED)

11.5 African Alliance Loan – Voluntary Exit Packages

At 31 March 2022, the balance is E Nil (2021: E3 639 464) as the loan with respect to the voluntary exit packages settled during the year under review.

11.6 Eswatini National Provident Fund (ENPF) Loan – Infrastructure

On 01 July 2021; the Council secured a loan of E30 million 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 E10 million. As at 31 March 2022 the Council had only utilised E10 million of the agreed loan.

The loan bears a variable prime lending rate charged by Standard Bank Eswatini Limited from time to time plus 2% per annum compounded monthly.

The capital amount of the loan shall be repaid in instalments effectively from the 1st anniversary of the disbursement date and thereafter annually in March of every year.

If the Council fails to make any payment of interest or capital amount, the Council shall pay interest at the rate payable plus 2% per annum on the overdue balance.

The security for the loan is the cession of municipal city rates of the following properties for the benefit of ENPF: Bhunu Mall Manzini, Lot 2046 and various ENPF properties within the city of Manzini.

The Borrower shall do or cause to be done all things necessary or desirable to maintain its existence, to maintain its power and capacity to own its properties and assets, and to carry on its business in a commercial business manner in accordance with normal Council standards.

11.7 Government of Eswatini World Bank Loan

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

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 March 2022

12	TRUST FUNDS	2022 E	2021 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	(373 184)	(373 183)
	Swaziland Local Government Projects (Note 12.1)	-	71 217
	Mkhosi Township Fund	(166 051)	526 840
		(63 235)	700 874

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

12.1	Swaziland Local Government Project		
	Opening Balance	71 217	71 217
	Utilized for road and related infrastructure	(71 217)	-
		-	71 217

The SLGP balance at 31 March 2022 is E Nil (2021 : E71 217).

13	TRADE AND OTHER PAYABLES		
	Trade creditors	9 817 790	2 086 769
	Other payables	4 536 401	4 189 235
		14 354 191	6 276 004

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (CONTINUED)
for the year ended 31 March 2022

		2022 E	2021 E
14	**CASH FLOW INFORMATION**		
14.1	**Cash generated from operations:**		
	Reconciliation of surplus to cash generated from operations: -		
	(Deficit) / Surplus for the year	**(807 266)**	25 986 754
	Adjustments for:		
	Interest received	**(164 274)**	(107 760)
	Interest paid	**2 128 262**	3 735 480
	Grants amortized	**-**	(1 961 470)
		1 156 722	27 653 004
	Changes in working capital:	**6 516 834**	12 320 140
	(Increase) / decrease in rates and other receivables	**(7 495 126)**	19 769 681
	Decrease / (increase) in inventories	**20 011**	(32 280)
	Increase / (decrease) in trade and other payables	**11 594 381**	(7 909 618)
	Increase in provisions for other liabilities and charges	**2 397 568**	492 357
	Cash generated from operations	**7 673 556**	39 973 144
14.2	**Loan repayments**		
	Opening balance	**15 667 388**	33 432 670
	Additions	**10 000 000**	-
	Repayments	**(9 672 234)**	(17 765 282)
	Closing balance	**15 995 154**	15 667 388
14.3	**Movement in overdraft**		
	Opening balance	**12 849 567**	9 967 408
	(Decrease) / increase in overdraft	**(287 086)**	2 882 159
	Closing balance	**12 562 481**	12 849 567

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 March 2022

15. PROVISIONS FOR OTHER LIABILITIES AND CHARGES

	Bonus Provision E	Contract Gratuity E	Other provisions E	Leave Provision E	Severance pay Provisions E	Total E
Year ended 31 March 2022						
Balance 01 April 2021	460 000	1 295 642	10 297	1 573 200	1 071 160	4 410 299
Provision made during the year	-	2 241 816	-	1 198 440	2 227 294	5 667 550
Utilized during the year	(13 501)	(2 020 066)	(10 297)	(1 226 118)	-	(3 269 982)
Balance 31 March 2022	446 499	1 517 392	-	1 545 522	3 298 454	6 807 867
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
Utilized 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

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 March 2022

15. PROVISIONS FOR OTHER LIABILITIES AND CHARGES (continued)

15.1 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.

15.2 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.

15.3 Bonus Provision

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

15.4 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.

15.5 Other provisions

Also included are uncleared transactions emanating from bank statements.

16 DEFERRED GRANT INCOME

	2022 E	2021 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
Grants realized in statement of comprehensive income (Note 13.1)	-	(1 961 470)
Capital Improvement Program grant received	-	1 000 000
	-	-

17 COMMITMENTS AND CONTINGENCIES

17.1 Commitments

As at 31 March 2022 the Council did not have any commitments.

17.2 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.

GENERAL INCOME AND EXPENDITURE ACCOUNT SUMMARY

for the year ended 31 March 2022

	2022 E	2021 E
EXPENDITURE		
City Clerk	3 142 760	1 391 260
Office of the Mayor	1 008 976	1 037 211
Corporate Service	48 557 830	38 598 770
Finance	25 810 521	18 627 927
Community Services	4 802 640	4 482 889
Technical Services	7 145 657	4 959 931

	2022 E	2021 E
REVENUE		
Rates	49 582 864	49 653 533
Rates penalty and interest	3 943 943	-
Government rates	25 545 395	31 742 685
Subvention	2 574 180	3 297 402
Taiwan grant	-	1 961 470
FINANCE INCOME		
Interest on investments	164 274	107 760
OTHER REVENUE		
Sundry income	299 157	217 010
Building inspection	108 273	101 848
Condemned food Stuff	5 680	6 380
Consent use fees	5 500	8 000
Discount received	6 421	9 446
Zakhele fees and charges	56 026	64 266
Hazardous waste	86 000	34 130
Inspection for trading license	112 520	98 900
Insurance claim	71 791	487 111
Jubilee Park	6 010	4 130
Licences & permits	892 152	624 186
Market fees and charges	440 315	544 474
Millennium Park rental	7 670	2 980
Ngwane park debtors	3 853	1 078
Pound fees	104 896	102 882
Parking fees	504 100	319 400
Refuse collection (public)	100 857	243 387
Rental bus rank shop	860 445	791 797
Rezoning fees	2 500	6 000
Sale of animals	59 975	79 000
Burial fees	141 180	137 431
Sale of plant	2 524	3 955
Scrutiny fees	252 039	188 192
Showground booking	501 553	95 454
Showground rental	30 000	155 500
Signs and encroachment	1 052 641	176 575
Subdivision fees	7 770	12 840
Toilet fees	971 480	1 067 125
Under/ (over) banking	(862)	891
Umbholoho	82 069	-
Satelite Bus Rank	2 218	-

GENERAL INCOME AND EXPENDITURE ACCOUNT SUMMARY

for the year ended 31 March 2022

	2022 E	2021 E
EXPENDITURE		
Total Expenditure	**90 468 384**	69 097 988
Surplus for the year	**-**	25 986 754
	90 468 384	95 084 742

	2022 E	2021 E
REVENUE		
OTHER REVENUE (Continued)		
Sibebe staff refunds	**57 168**	65 012
ANC 1st visit	**3 700**	3 000
ANC revisit	**29 850**	41 555
Child welfare & revisit	**1 060**	280
Family Planning	**3 860**	5 500
Curative	**402 021**	314 452
Flea Market	**69 270**	-
Laboratory	**4 590**	7 530
Uniform deductions	**100**	18 700
Bad debts recoveries	**-**	2 307 483
Grass Cutting Fees	**100**	20
Mkhosi Township	**-**	(90 148)
Vaccum Tanker	**63 635**	64 140
ENT	**1 220**	-
Trade Hub Mngt fee	**437 135**	-
Total Revenue	**89 661 118**	95 084 742
Deficit for the year	**807 266**	-
	90 468 384	95 084 742

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

NOTES

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An ISO 9001:2015
Certified Municipality

A City Inspired by Excellence

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