2022/2023

ANNUAL REPORT

MUNICIPAL COUNCIL OF MANZINI











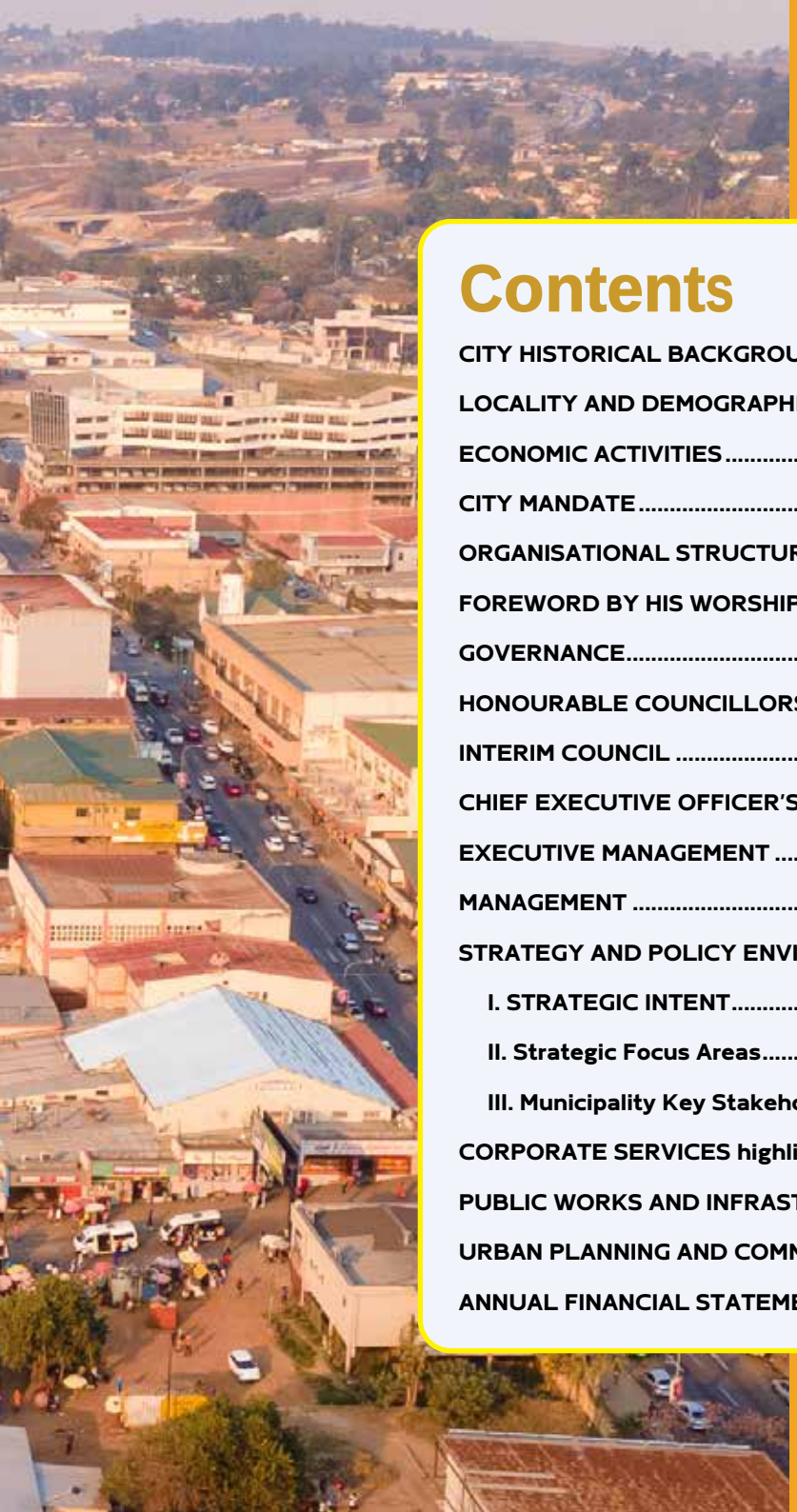


A City Inspired by Excellence



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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OUR CITY TODAY

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

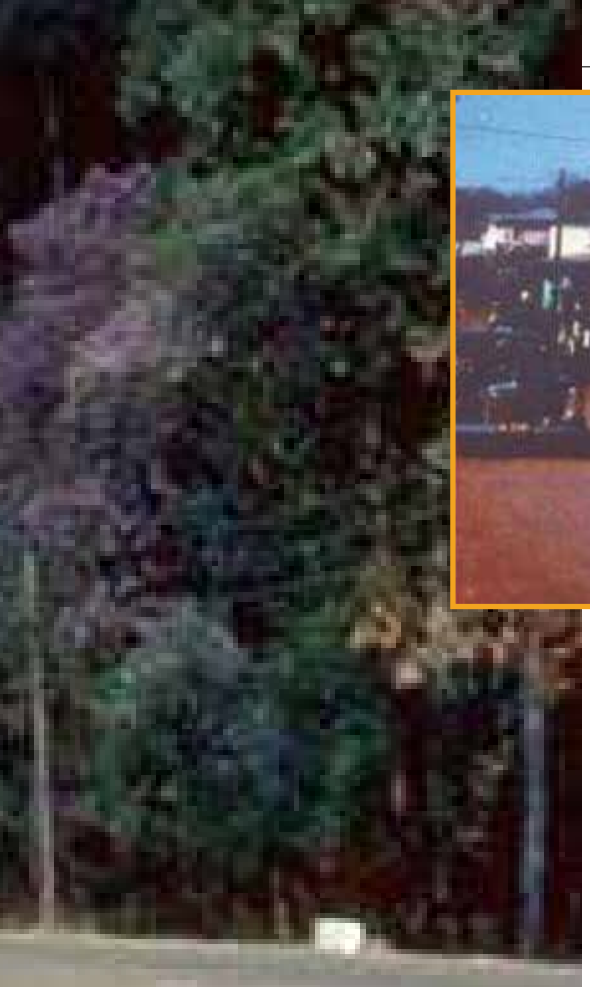
Road Infrastructure **113km**

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



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 establish 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 word meaning agricultural town. However, native Emaswati (formerly referred to as Swazis) preferred to call the place "kaManzini". As more white settlers descended Bremersdorp for various reasons, activities, especially trade, increased.

In 1898 Bremersdorp was declared a town and, henceforth, private plots began to be sold to private individuals. One settler, DJA Danford, drew a sketch of town land uses which became the first Town Planning Scheme. This also saw the development of some of the streets in today's Manzini as well as the centrally located Somhlolo Park (formerly known as Jubilee Park). In the late 1890s Swazis suspected that malicious supernatural forces were at play amongst themselves and witch-hunt activities ensued. These events culminated in the killing of King Bhunu's Chief Indvuna, Mbhabha Sibandze, and his two attendants on 9th April 1898. The colonial government, led by President Kruger of the Transvaal, took advantage of the turmoil among Emaswati and attempted to abolish the office of Paramount Chief, as King Bhunu was called. British intelligence believed there was conspiracy between King Bhunu and Zulu King Dinizulu to stage an anti-whites uprising. The colonialists summoned King Bhunu, who lived in Zombodze, to Bremersdorp for a hearing whose purpose was to ascertain his role in the killing of Mbhabha. Worth noting is that the reports of a planned uprising were false but this action almost ignited the feared uprising.

In 1899, King Bhunu arrived for a hearing in Bremersdorp on a 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 Eswatini nation. The colonialists saw reason to put the King on trial facing a charge of murder. The trial took place on 5th September 1899 under a tree at the site upon 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 Eswatini nation, hence he was acquitted. However, he died a year later. At the time, the Eswatini population was between 40,000 and 50,000 people and there were only 1,400 Europeans.

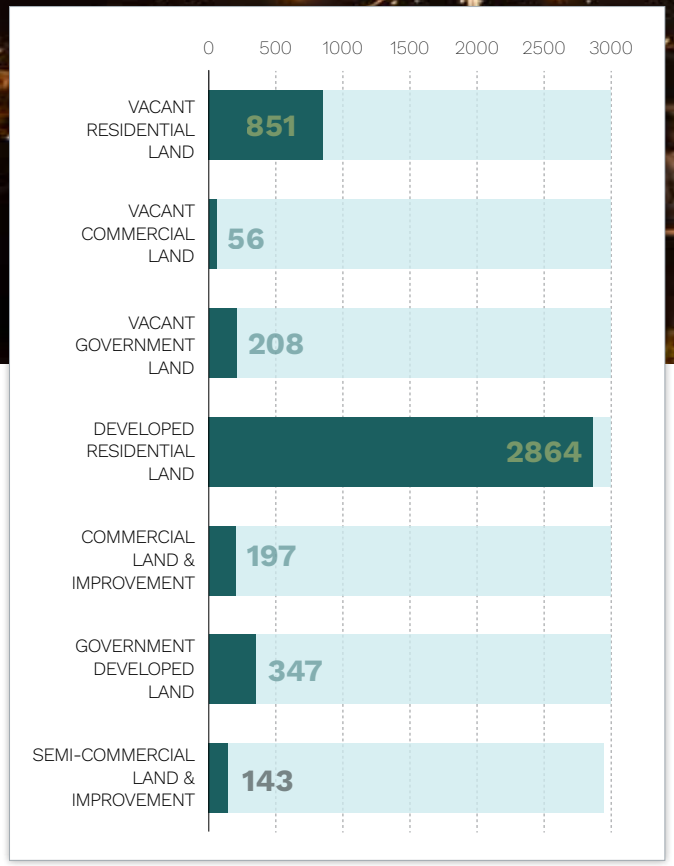
In the early 1920s one Mickey Reilly, former manager of a tin mine near Mlilwane, built a hydro power plant near the Umzimnene River at the site where today's Manzini has the Swaziland Milling. The electrification sparked further growth in the small town. In 1928, the South African Railway Administration introduced motorized coaches (buses) in Bremersdorp. To bring people to and from South Africa, the Motor Transport Service (MTS) chose the ideal Bremersdorp, as opposed to Mbabane, as its central depot. Thereafter, as in Rome, all bus routes led to Bremersdorp, hence the name "Hub of Swaziland". A native eatery was opened and frequented by Emaswati working in town and those who were in transit to South Africa. Emaswati 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 that had been established in the late 1960s.

In 1992, King Mswati III declared Manzini a city and since then, 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 previously occupied by 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.



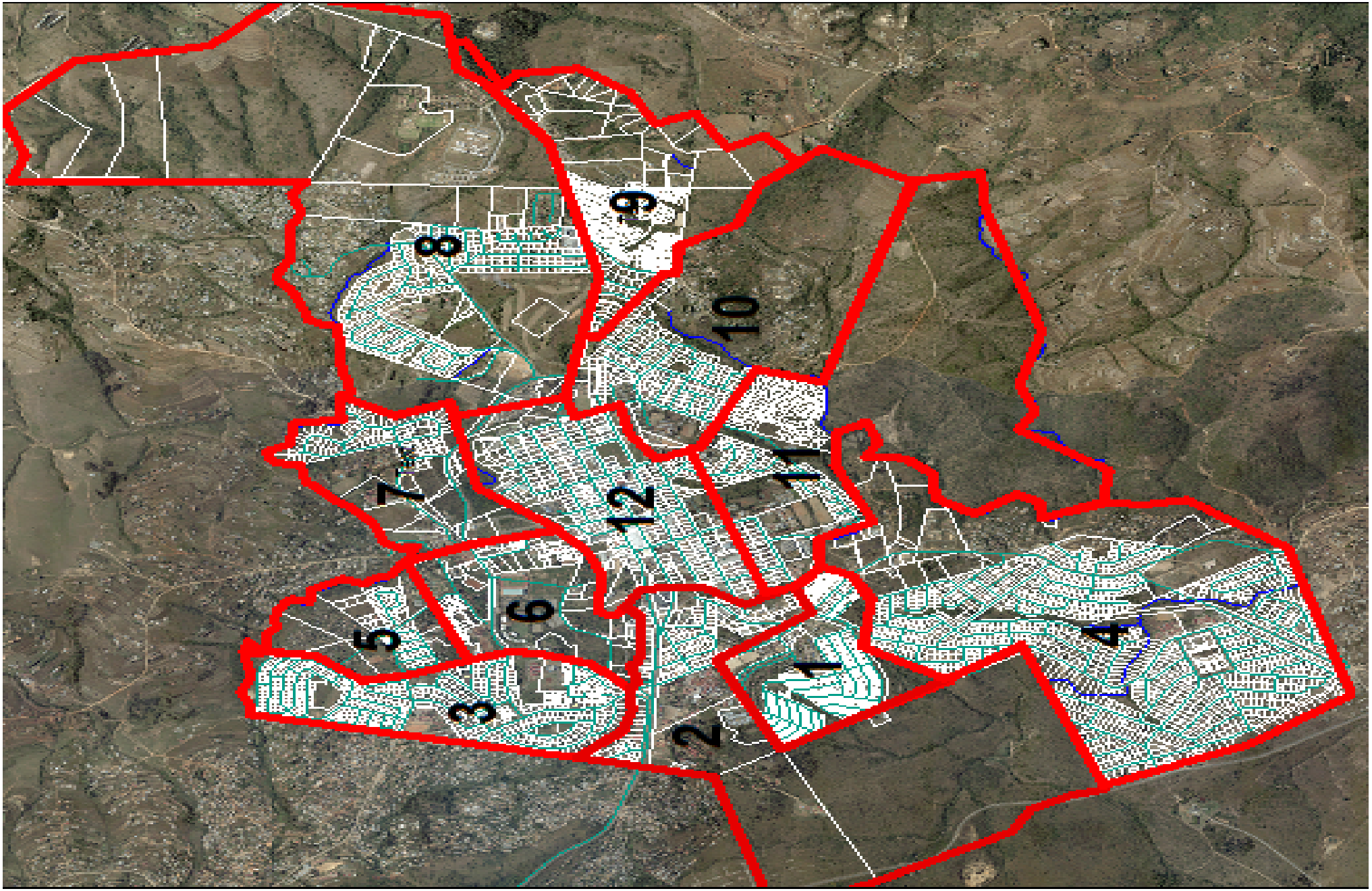
LOCALITY AND DEMOGRAPHICS



The City of Manzini is centrally located in the Manzini region. It is at the heart of the Kingdom of Eswatini, Southern Africa. Sitting on an area size of 2,849 hectares, the city is located about 7km from the industrial town of Matsapha and about 35km from the capital city, Mbabane.

The night-time population is 30,248 as recorded by the National Population Census in 2007. Today, it can be estimated at around 40,000 people. The population growth trend has been on the rise from 6,081 in 1966; 10,019 in 1976; 16,396 in 1997; 28,744 in 2007; and 30,248 in 2017. The city provides the services listed below:

The City of Manzini has 34 townships including the Central Business District (CBD) 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

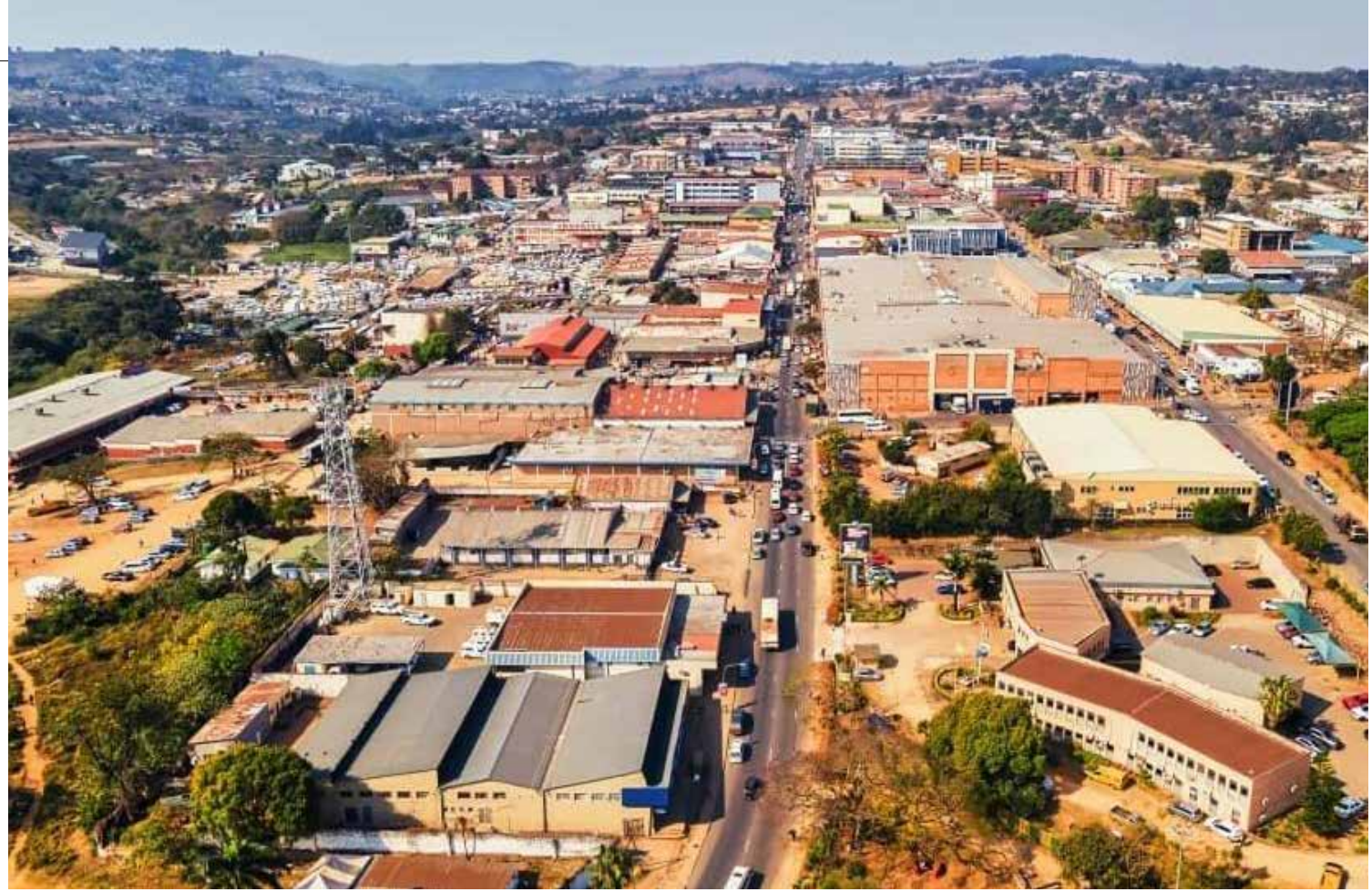


The banking services comprise of four commercial banks and one building society. The city enjoys efficient utility services including water supply, electricity supply, post & telecommunications as well as mobile network services.

ECONOMIC ACTIVITIES

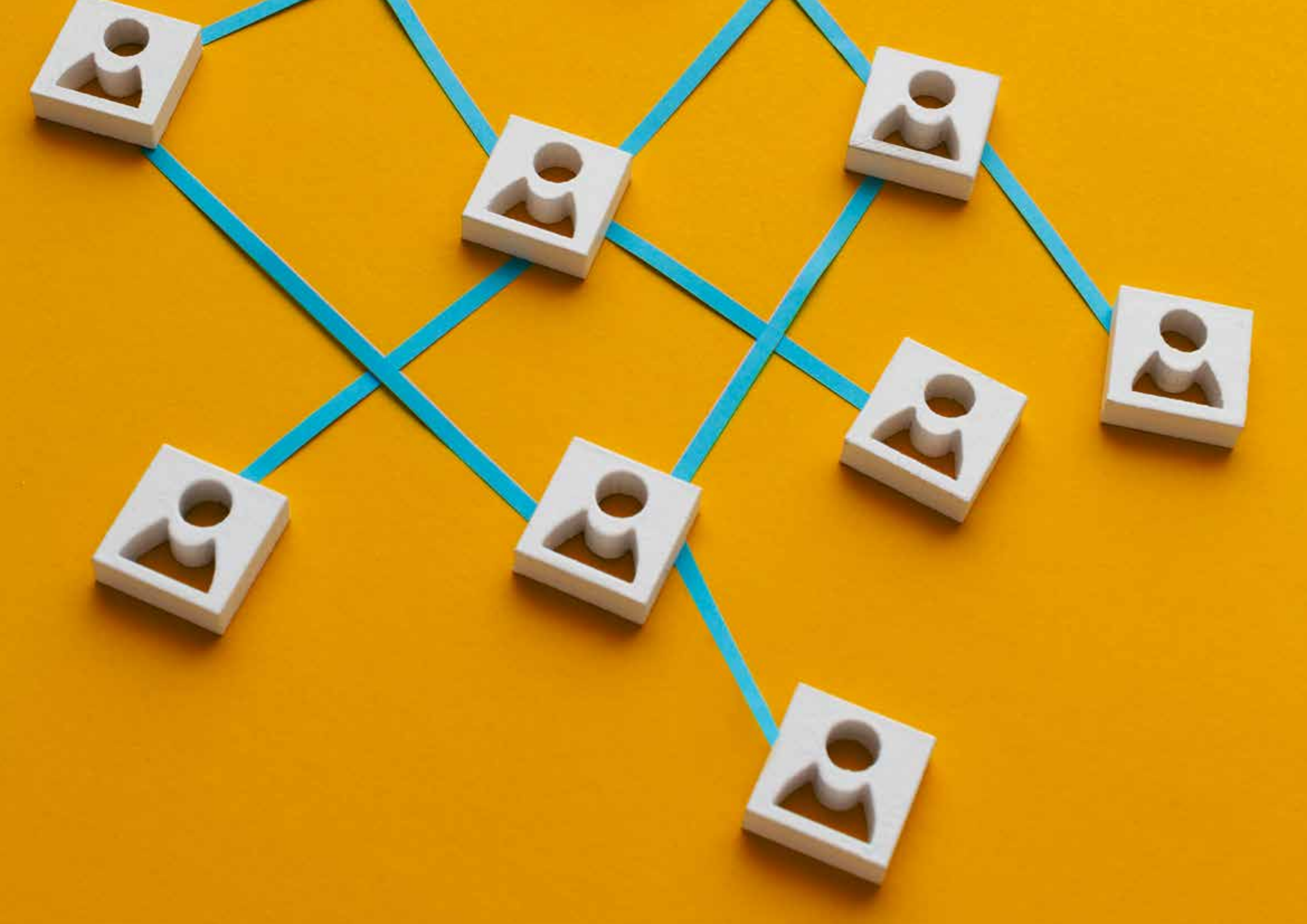
Economic activities are largely confined in the Central Business District (CBD) with a growing sprawl towards the surrounding townships. The city's activities comprise financial services (banks), retail and wholesale outlets of different sizes, transport services, filling stations, offices, as well as 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.



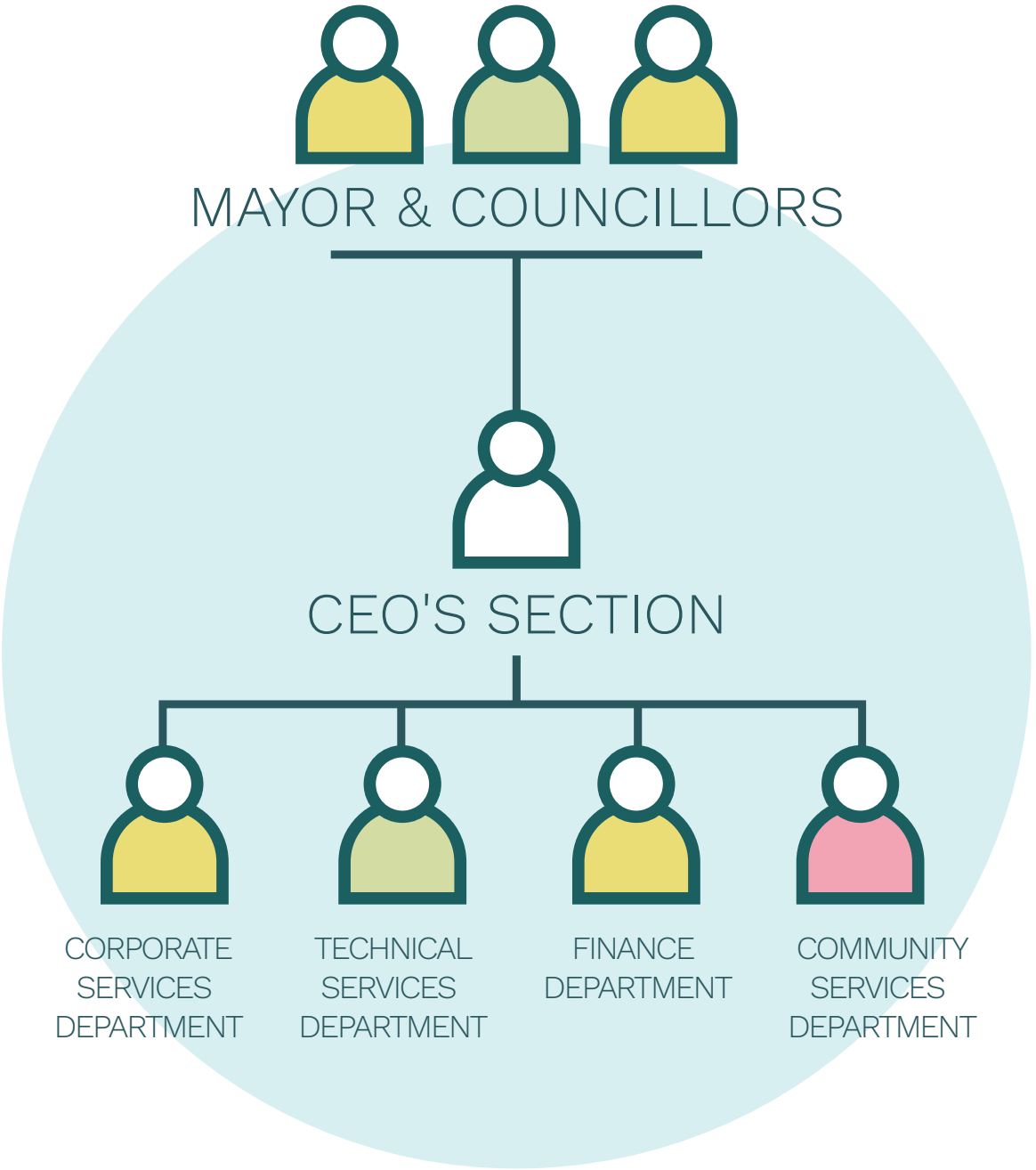


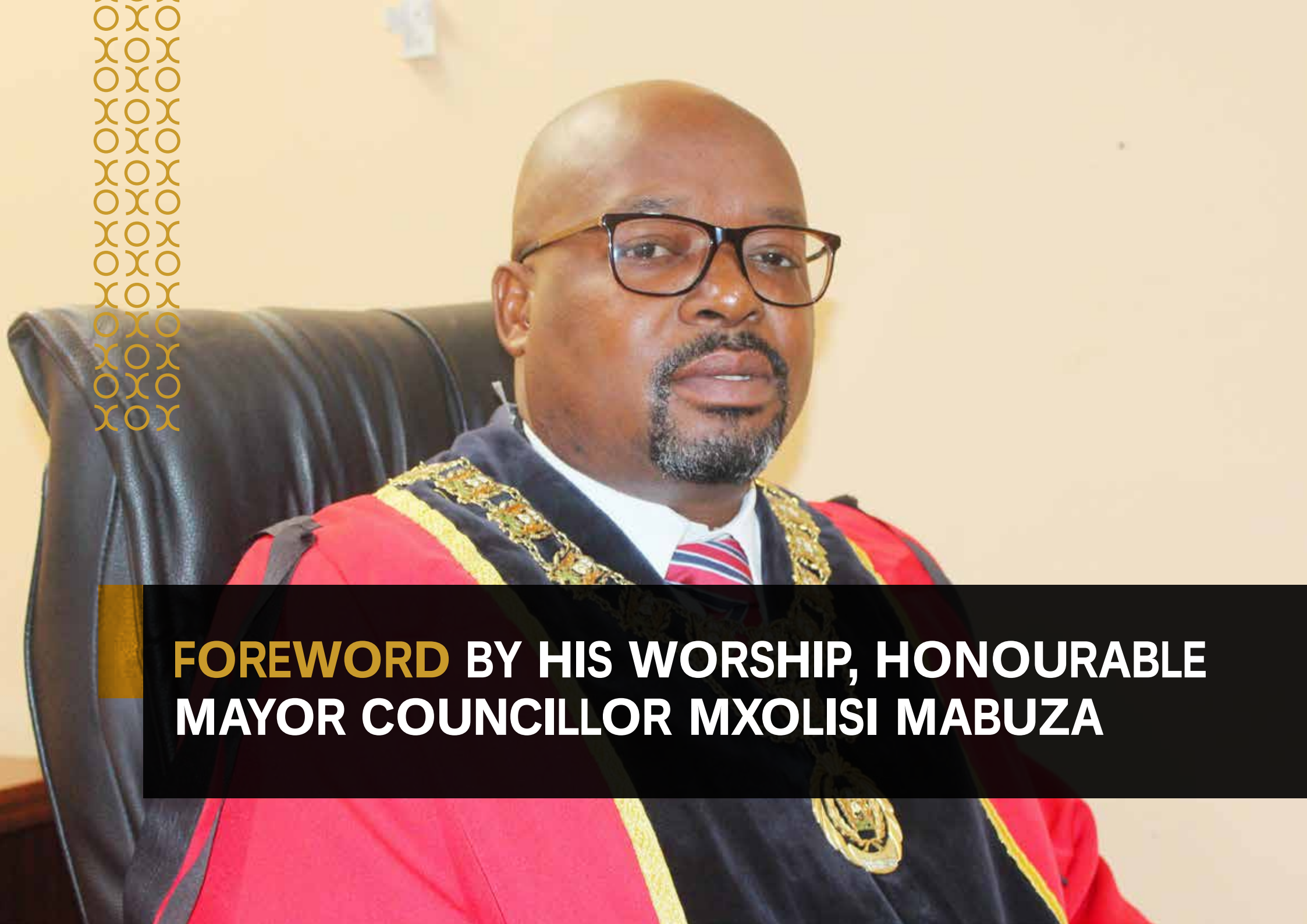
CITY MANDATE

The Municipal Council of Manzini's primary mandate is to facilitate the provision of basic municipal services for its citizens at community level, as well as manage development within the Manzini urban jurisdiction. The city is governed by a Council made up 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 (CEO) supported by four (4) Directors. The departments are namely; Technical Services, Community Services, Corporate Services and Finance. The Municipality has a staff complement of (215). The Municipality's total annual budget for operations and infrastructure development ranges between E80 million and E100 million.



ORGANISATIONAL STRUCTURE





FOREWORD BY HIS WORSHIP, HONOURABLE MAYOR COUNCILLOR MXOLISI MABUZA

Dear Valued Stakeholders,

On behalf of the outgoing Councillors, I would like to greet our Manzini city ratepayers and all esteemed stakeholders. It is an honour for me to have this opportunity to remark on the municipality performance for the financial year 2022/23.

This is a period we always look forward to as a city as it affords us the platform to account on the great works undertaken by the municipality over the course of the reporting period.

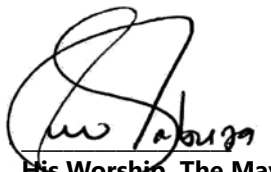
We are pleased to be hosting this important engagement in a COVID-19 free meeting forum two-and-a-half years post the restrictions and sombre environment that characterised the era of the pandemic. It was encouraging for us as a city to commence the 2022/23 financial year which saw the gradual lifting of COVID-19 restrictions. This coincided with a positive improvement from the volatile political tensions which had engulfed the country for over a year and a half. These factors disrupted the municipality's logistics and operations due to movement constraints and loss of lives. Furthermore, as we were warming up to these reliefs, we were hit by the impacts of the conflict between Russia and the Ukraine which subdued the country's economic recovery. These external factors tested the resilience of the municipality's business operations and the citizens of Manzini as a whole. I am happy to report that as a city we have weathered the storm are looking forward to implementing programmes and projects that shall fast track the post-COVID-19 recovery.

Notwithstanding all these challenges, I can report that the municipality thrived to continuously provide essential services, particularly sanitation, and implement COVID-19 preventative measures which were critical throughout the prevalence of the pandemic. As a city, we managed to commence on various infrastructure development projects with the aim to meet the needs of our communities and city stakeholders. Even though our infrastructure development programme was met with increased torrential rains that retarded progress, I am happy to report that over five major streets were rehabilitated and upgraded into a quality state. As a Council, we resolved to conduct a midterm review of our Integrated Development Plan (IDP) to determine the progress made in implementing the projects and programmes agreed upon with our constituencies and stakeholders in 2019. I can report that at the fourth year of the IDP implementation, the implementation rate was estimated at over 85% with the remaining plans expected to be completed by the close of the 2023/24 financial year. We managed to report back on the IDP implementation to our communities and stakeholders during the 2022/23 reporting financial year.

As an outgoing Council, we pride ourselves in leaving our five-year political term of office with a clean and unqualified audit opinion financial statements and a municipality with a culture of good governance. To that end, may I challenge the incoming Councillors to uphold and even take to greater heights the impeccable standard synonymous with the municipality. I would like to extend our profound appreciation to the Chief Executive Officer and entire municipality employees for their relentless hard work and the support they provided us as Council from the day of assuming our political office. May I also extend appreciation to the Manzini city ratepayers and other critical stakeholders for their continued support throughout our five-year political term of office in the municipality. We are also thankful to our parent Ministry, the Ministry of Housing and Urban Development and His Majesty's Government for the unwavering support and guidance throughout the turbulent, yet exciting, times of developing the city.

...we pride ourselves in leaving our five-year political term of office with a clean and unqualified audit opinion financial statements and a municipality with a culture of good governance. To that end, may I challenge the incoming Councillors to uphold and even take to greater heights the impeccable standard synonymous with the municipality

I Thank You.



His Worship, The Mayor
Honorable Cllr Mxolisi Mabuza



GOVERNANCE

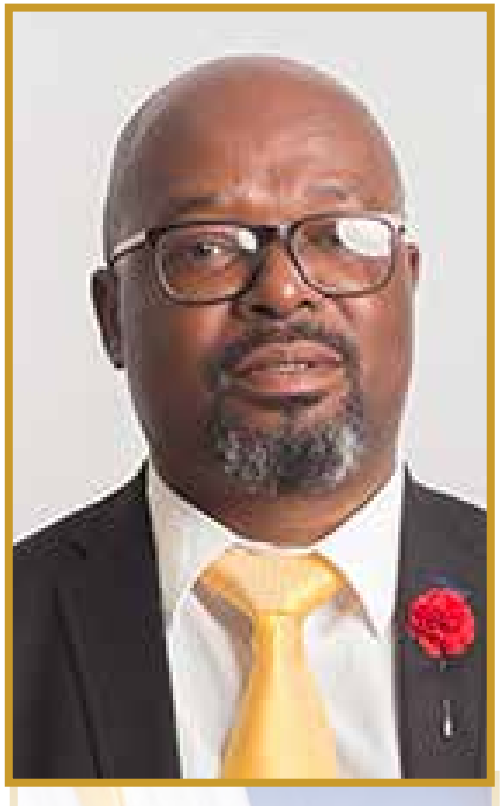
HONOURABLE COUNCILLORS

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



Happiness is not a matter of intensity but of balance and order and rhythm and harmony. Be moderate in order to taste the joys of life in abundance. Balance, peace, and joy are the fruit of a successful life.



INTERIM COUNCIL

November 2022 to July 2023



HIS WORSHIP THE MAYOR, CLLR MXOLISI MABUZA



CLLR ZINHLE MATSEBULA



CHIEF EXECUTIVE OFFICER'S REMARKS

Dear Valued Stakeholders,

It is an honour for me to be once again presenting the Municipality's integrated annual accountability report for the financial year 2022/23. This report seeks to account on the non-financial and financial performance of the municipality during the reporting financial year, which commenced on the 01st April 2022 to 31st March 2023. I can mention that there are various situational factors, which influenced the municipality's performance as determined by the prevailing environment of business of the reporting year.

...Our overall financial performance at the close of the reporting year indicates that revenue stood at 77% while expenditure was at 85% of the annual projections. It is this financial performance that galvanized the municipality to push towards completing its planned various programmes as envisaged in the start of the financial year.

The financial year 2022/23 presented macroeconomic challenges and uncertainties, which did not only affect the city but the country at large. However, as guided by our mission of providing quality services through collaborating with stakeholders, we managed to persevere towards meeting the needs of our customers, especially ratepayers. We began the financial year with the gradual lifting of COVID-19 restrictions which enhanced the municipality's logistical and supply activities, thereby improving organizational performance. This further enabled the municipality to improve on its service delivery as suppliers were once again able to source critical material and other inputs from outside the country with ease.

The country's economic growth continued to be subdued as most businesses were still trying to recover from the impact of the COVID-19 pandemic. As a result, national government fiscus continued to experience liquidity challenges that, in turn, affected the functioning of the municipality. These situations tested the resilience of the municipality as we strived to keep business operations afloat. Even though we are not a profit-oriented entity, it is important for the municipality to break even in its financial performance in order to sustain the business of Council. Our overall financial performance at the close of the reporting year indicates that revenue stood at 77% while expenditure was at 85% of the annual projections. It is this financial performance that galvanized the municipality to push towards completing its planned various programmes as envisaged in the start of the financial year.

We are pleased to report that the municipality continued with obtaining unqualified financial audit opinion as indicated in the appended 2022/23 financial statements. As a municipality, we also underwent the Council governance assessment whereby the organization was rated with a 98% percentage compliance with good governance, which is a good measure of organizational effectiveness.

Our social services programme gained a boost through the opening and operationalization of the Autism Centre, which its main objective is to provide autism services to autistic children. As part of our social respite, we managed to provide early childhood development, education and food supply to 1,400 children of disadvantaged backgrounds in the seven social centres within the city. Throughout the year, we were effectively in touch with our customers and stakeholders through different communication platforms. Through the mainstream media we published 48 newspaper articles wherein service delivery and developmental information was communicated. In alignment with contemporary communication trends, information and engagements were also facilitated through our digital media platforms. We further had four stakeholder interaction meetings through the AGM, IDP feedback meetings and budget consultation meeting.

For a while, the municipality has been working on a skeletal workforce due to the zero growth policy adopted by Council as the organization was undergoing a turnaround process. During the reporting period, we managed to proceed with resourcing the organization through a strategic recruitment plan, whereby (9) critical vacancies were filled. We also managed to undergo an external Quality Management System (QMS) audit whereby the organization continued to maintain its QMS certification. Lastly, I would like to appreciate the outgoing Council for its relentless support as we pursued the implementation of our annual plans. I would also like to extend appreciation to our ratepayers and other city stakeholders for their continued support and honouring their rates payment obligation under trying conditions. We are looking forward to the new financial year and pledge our commitment to continue improving service delivery and developing the city to a level of all city stakeholders' expectations.

I Thank You



Lungile P. Dlamini
Chief Executive Officer



EXECUTIVE MANAGEMENT



LUNGILE P. DLAMINI
Chief Executive Officer

- Master of Business Administration, Master's Degree in Planning Studies, BA Degree in Urban and Regional Planning, Certificate in Urban Development and Infrastructure Planning, Global Executive Development Programme (Gordon Institute of Business Science)

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

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.*



SIZWE W. DLAMINI
Head of Strategy

- Master's in Corporate Strategy (GIBS Business School) Master of Business Administration –MBA (Edinburg Business School-Herriot Watt University), BA Degree Economics + GEP (UNESWA), Management Development Programme (Stellenbosch University), Certificates in Organizational Behavior, Corporate Governance, Finance, Public Private Partnerships, Project Management etc.
- **Responsibility-** Strategy Management & Advisory, Policy Development, Managing Strategic Projects & Partnerships and Overall Organizational Performance towards attainment of city strategic Goals.

NOMCEBO DLAMINI
Director Finance

- ACCA qualified Chartered Accountant (CA) (SD), Registered Accountant (RA) (SD), Degree in Accounting Sciencies, Degree in Achelor of Arts in Social Sciences, Certificate in long term insurance (COP).
- *Responsible for managing the financial business of Council including revenue collection.*





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.*



SIMPHIWE MALAZA
Acting Director Corporate Services

- Masters of Business Administration (Ongoing), Masters Degree in Urban Planning, Geography, town planning and environmental studies, Project Management, Management Development Programme
- *Responsible for Overseeing the delivery of all corporate services and to ensure that Council receives quality legal counsel and has the HR and IT infrastructure to achieve its strategic and operational objectives.*

MANAGEMENT



THEMBELA SHONGWE

- Maintenance Engineer
- Technical Services Department



BONGINKOSI SIMELANE

- Public Works & Projects Engineer
- Technical Services Department



BONGINKOSI NSINGWANE

- Human Resources Policy Development Manager
- Corporate Services Department



MATHOKOZA THWALA

- Customer & Community Engagement Manager
- Community Services Department



THABILE NDLOVU

- Community Programmes Coordinator
- Office of the CEO



FIKILE MKHONTA

- Acting Human Resources Manager
- Corporate Services Department



ANNA CAETANO

- Accounts Officer – Commercial Debtors
- Finance Department



WISEMAN DLAMINI

- Accounts Officer – Residential Debtors
- Finance Department



KHOMBISILE DLAMINI

- Quality and Risk Manager
- Corporate Services



BANELE TSELA

- Secretariat Manager
- Corporate Services Department



ANITA NKAMBULE

- Procurement Specialist
- Office of the CEO



LUNGELO MAVUSO

- Information Technology Manager
- Corporate Services Department



PHIWOKUHLE M. DHLAMINI

- Information & Communications Manager
- Office of the CEO



MS. TENGETILE NKAMBULE

- Law Enforcement and Security Manager
- Corporate Services Department



MS. NTFOMBIYETIVE NXUMALO

- Acting Chief Planning Officer

Community Services



MR. ZAKHELE MASEKO

- Transport and Workshop Manager
- Technical Services Department



MRS. THINIE DLAMINI

- Resource Mobilisation Consultant
- Office of the CEO



"Balance is not better time management, but better boundary management. Balance means making choices and enjoying those choices."

STRATEGY AND POLICY ENVIRONMENT highlights

03

Internal Audits

85%

score in ELGP assessment



98%
score in Governance assessment

05
PPPs & PFIs pursued

102
Newspaper articles published

81%
Service delivery customer satisfaction



I. STRATEGIC INTENT

The Municipal Council of Manzini is guided by its 5-year 2019-2024 Integrated Development Plan (IDP) as approved by Council beginning of 2019.

This is a strategic framework developed through public participatory approach aimed at aligning the planning of all stakeholders towards the achievement of consistent and mutually supportive development objectives. It represents a significant shift from the traditional "silo" based parochial planning within narrow jurisdictions.

II. Strategic Focus Areas

IDP Key Performance Areas	Thematic Areas
Municipal Institutional Development and Transformation.	Institutional Capacity Development and Growth
Good Governance and Public Participation.	
Municipal Financial Viability and Management.	
Good Governance and Public Participation.	Stakeholder Management
Basic Service Delivery	Urban Planning and Sustainable Human Settlements
	Sustainable Environmental Management
Local Economic Development	Integrated Economic Development
Basic Service Delivery	Integrated Infrastructure Development


VISION
"To be 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"
VALUES
Innovation
Accountability
Integrity
Inclusion

III. Municipality Key Stakeholders

A. STRATEGY AND POLICY ENVIRONMENT



The municipality is guided by the Integrated Development Plan (IDP) which is a strategy framework led in the office of the Chief Executive Officer (CEO). The office is responsible for monitoring the overall organizational performance, provision of strategic direction, sustainability and guiding city development. During the reporting period, 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.

1.0 HIGHLIGHTS OF ACHIEVEMENTS IN STRATEGIC SERVICES

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

2.0.Review of Internal Controls

In an effort to ensure effective and transparent systems of risk management and internal controls, the municipality facilitated for conducting of (3) Internal Audits in line with the 2022/2023 Internal Audit Plan which covered Finance, QMS and ICT processes. All internal audit reports were presented at Finance Committee and Council. It can be reported that the audit findings were actioned accordingly in an endeavour to improve the municipality controls. The municipality further managed to review the Enterprise Risk management framework, which was implemented and reviewed on a quarterly basis. Further, the municipality managed to review its operational Risk Registers on a monthly basis whereby identified risks were managed accordingly.

3.0. Coordination of Governance Initiatives

In an endeavour to ensure adherence to Good Governance practices and inculcating best practices for improving and leading an effective organization, the



A section of stakeholders attending the 2022 AGM

below initiatives were undertaken;

- **Local Government Administration Assessment**- the municipality managed to undergo the Local Government assessment on administrative efficiency, governance, procurement and project execution, which was conducted by an external management consultancy as per government requirement.
- **Governance Assessment**- the municipality further underwent a governance assessment which was conducted by an external audit firm as per government requirement. It can be reported that the municipality managed to achieve a performance score of 98% during the reporting period.
- **Corporate Governance Training**- the municipality managed to coordinate for (2) corporate governance trainings for the executive and Council. The trainings covered areas of roles and responsibilities of the board and the executive, ethical leadership, transparency, accountability, trust etc.

4.0. Customer Relationship Management

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

- **Annual General Meeting** – the Municipality facilitated and hosted the 2022 Annual General Meeting wherein (67) stakeholder representatives attended; these comprising (43) males and (24) females. During the meeting, the organization's 2021/2022 Annual Report was presented and stakeholders given an opportunity to make comments. The integrated Annual Report was also distributed to stakeholders by email and uploaded on the municipality's website.
- **Stakeholder Budget Consultation meeting** – a stakeholder budget submissions meeting towards the 2022/23 municipal budget was facilitated wherein a total (22) stakeholder submissions were received. The meeting was attended by (82) stakeholder representatives. The composition was (52) males and (30) females.
- **IDP Feedback Meetings** – following a mid-term review of the 2019-2024 Integrated Development Plan (IDP) the municipality coordinated for (2) IDP feedback meetings which had a combined attendance of (129) stakeholders. The first meeting was facilitated for Manzini residents and general stakeholders which and was attended by (61) stakeholders. The second meeting was for the business sector with an attendance of (68) stakeholders. In both meetings the municipality presented the IDP progress report and distributed the IDP report to all stakeholders.

- **Information Dissemination-** the Municipality continued to consistently disseminate information through the Manzini City News Articles published bi-monthly on the main national newspapers. A total of (46) articles were published in both newspapers during the reporting financial year. Content published included updates on the implementation of projects and programmes as planned in the 2019-2024 Integrated Development Plan and public sensitizations on city rules and regulations. The municipality also collaborated with the Ministry of Housing and Urban Development and other municipalities in establishing a radio programme titled "Temadolobha". (3) Radio sessions directly for the municipality were broadcasted out the (9) facilitated in collaboration with MHUD and other municipalities.



- **Customer Feedback Management**- the municipality continued to coordinate the implementation of customer relationship management process through established customer feedback mechanisms. It can be reported that during the reporting period, a number of feedbacks were received which included service requests and faults reporting (573), and (4) compliments. The customer satisfaction was measured on a case-by-case basis. A total average of 81% customer satisfaction rating was received for the financial year under review.

- **Social Media Management-** the municipality continued to engage with stakeholders through the (4) established social media platforms which include; Facebook, Twitter, WhatsApp and Instagram. A total of (250) customer posts were received and responded to during the reporting period.

- **Customer Service Week Celebration-** in an effort to raise awareness on the value of good customer care to the municipality, the office facilitated for the customer service week celebration whereby a refreshment booth was set up at the entrance of the Civic Office and appreciation gifts distributed to customers throughout the whole week. Furthermore, the executive management appreciated employees for their efforts in ensuring the delivery of quality services.

The Chief Executive Officer Joining the Refuse Collection Team during the 2022 Customer Service Week Celebration



Returning champions of the Bible in the Soccer field Mayoral Tournament, Mbabane Highlanders.

5.0.Establishment of Sister City Relations

The municipality continued with implementation of the twinning programme aimed at improving the organization's service delivery capacity through learning exchange, information sharing and benchmarking with other cities.

- **Lancaster Sister-City Relations**- during the reporting period, the municipality entered into a twinning arrangement with Lancaster City, Texas, USA and signed a Memorandum of Understanding (MOU) learning exchange programme and benchmarking on various areas of municipal development and administration.

- **Matsapha Town Council**- the municipality partnered with Matsapha Town Council through the agreed twinning programme to facilitate a sister-city learning exchange workshop for the two Local authorities officials and Councilors.

6.0. Hosting of Bible in the Soccer Field Cup

The municipality collaborated with Eswatini Bible Society for hosting the 2022 Bible in the Soccer Field Tournament at the Mavuso Sports Centre. The purpose of this collaboration is to enhance community building in terms of social bonding, good principles of living and networking through sports in the city. This event addresses multiple strategic goals of the city strategy as it also promote domestic tourism and business development as multitudes of spectators come from the different part of the country to spent an entire day in the city and support local businesses. The event attracted over 7,000 spectators and over (40) street vendors were facilitated to trade at the event free of charge.

7.0.Local Economic Development



Coordination

The Municipality through the Local Economic Development Programme continued to implement initiatives aimed at creating a conducive environment for business in the city and create job opportunities. Implemented initiatives during the reporting period included;

- **Women Empowerment Programme-** the municipality continued providing support to the women cooperative registered and trained on entrepreneurship through the partnership with the Commonwealth Local Government Forum (CLGF). A Business Incubation model was developed for production of organic compost for cooperative for a 3-year business support programme. Support provided to the cooperative during the period included the provision of the organic compost production space, production equipment, raw material and provision of other critical support services. The business had produced over (50) bags of compost at the close of the reporting period which were all sold.

- **Development of Fairview Mixed-Use Commercial Centre-** the municipality collaborated with the private sector to conceptualize the development of the

...the municipality entered into a twinning arrangement with Lancaster City, Texas, USA and signed a Memorandum of Understanding (MOU) learning exchange programme and benchmarking on various areas of municipal development and administration.

Fairview Mixed-Use Commercial Centre through the Public Private Partnerships (PPPs) concept. During the reporting period, the municipality worked collaboratively with the consortium of Inyatsi Group and MA Property Development to finalize the project preparations. The PPP Arrangement in the consortium is a Design, Build, Finance and Operate (DBFO) model with the municipality taking a 20% equity. During the reporting period, the project preparation process was complete and project ready to commence.

- **Construction and Rehabilitation of Infrastructure Programme**- it can be reported that national government stopped the sharing of the infrastructure grant known as Capital Investment Programme (CIP) grant towards the municipality. The stopping of this grant by national government created an infrastructure-funding gap for the municipality, which exacerbated infrastructure upgrading, and maintenance backlog in the city. In an endeavor to augment the limited capital funding, the municipality explored the Private Finance Initiative (PFI) concept with an objective to collaborate with private companies bridge the funding gap and conclude the capital projects planned in the Integrated Development Plan (IDP). It can be reported that the municipality has entered in PFI Arrangement with Inyatsi Construction, Stefanutti Stocks and AG Thomas to deliver the infrastructure programme reported under the infrastructure section of this report.
- **New LaMvelase Health Centre-** following the agreement of the Municipality with AIDS Healthcare Foundation (AHF) for the construction of a new LaMvelase Clinic, a project agreement was signed and the project commenced under an Institutional Partnership Arrangement for an agreed period. During the reporting financial year, the construction of the new LaMvelase Health Centre was completed at value of over E30m and Minister for Housing and Urban Development (MHUD), HRH Prince Simelane, officially opened the centre.



MOU Signing with Lancaster City, USA



8.0. 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:

i) **Hosting of Elderly Health Day**- In an effort to promote health and wellness among elderly people in the city, the municipality facilitated and hosted an Elderly Health Day event wherein elderly people were provided a range of medical services at no cost. The municipality also distributed grocery hampers to a total of (111) elderly people who attended the event.

ii) **Hosting of Volunteers End of Year Ceremony-** as part of celebrating and recognizing the contribution of volunteers in the lives of the people of the city, the municipality hosted an end of year ceremony for (66) volunteers who assist in the Social Centres Feeding and Early Childhood Development Programme and the Youth Mentorship Programme. During the event, the Mayor presented the volunteers with gifts in appreciation for the selfless service they offer to the people of Manzini.

iii) **Hosting of Wheelchair Basketball Tournament-** in an effort to promote physical activity among people living with disability, the municipality facilitated the hosting of a Wheelchair Basketball Tournament whereby (24) young people participated.



The Elderly Receiving Health Services During the Elderly Health Day

CORPORATE SERVICES HIGHLIGHTS

58
illegal motor mechanics arrested

218
stray cattle impounded

01
QMS external surveillance audit conducted

89
arrested for littering

06
QMS internal audits conducted

06
employees enrolled for MDP training

04
legal matters processed

05
HR policies reviewed

28
Council meetings held

120
night time nuisances abated



Volunteers End of Year Appreciation Event

B. CORPORATE SERVICES

The municipality corporate services provides human resources management, information technology services, legal and secretariat services and quality assurance to the organization. There is also the provision of public order, safety and security services within the city.

2.0. HIGHLIGHTS OF ACHIEVEMENTS DURING THE REPORTING YEAR

Through the Corporate Services, the municipality continued with strengthening its internal processes and mechanisms to build the capacity of the organization to deliver services. The below highlighted performances were achieved during the reporting year;

3.0.Training and Development

The municipality reviewed its Training and Development plan, which was aimed at empowering employees on different skills to enable effective service delivery and development. The Training and Development plan was implemented whereby (6) employees were trained on Management Development Programme (MDP) whilst additional (12) officers were trained on management and supervisory skills. There was also (1) employee who was enrolled in an executive development programme. There were also short term trainings which covered HR Standards, Management Development Masterclass, Writing Effective Tender specification, Labour Law Seminar, Cisco training, Industrial relations and other critical skills trainings.

4.0. Performance Management Development System (PMDS)

The organization continued to implement and monitor its Performance Management and Development System (PMDS) to ensure high-level organizational performance and employees' development. The PMDS process commenced with employees signing their annual performance agreement during the beginning of the reporting year. We can report that 80% of employees were enrolled in the system and were all assessed twice during the reporting year.

5.0.Employee Assistance Programme (EAP)

- The organization continued with implementing its employee's assistance programme aimed at empowering employees on their well-being in various areas of their lives. A greater focus of the EAP was on health and financial wellness whereby employees were empowered on issues of mental health sensitization, Cancer, HIV/AIDS, men & women empowerment sessions, physical health and other impactful sessions supporting wellness of employees. There were also financial wellness training sessions aimed at supporting employees about information on different areas of financial management and investment avenues they can explore.

6.0.Employee Relations Building



Employee Wellness Sensitization Session



Employees Team Building Session

The organizational continued with harmonizing its industrial climate through implementing different initiatives. There were six team-building activities, which involved all employees according to their departments. The organization further facilitated for (140) employees to attend the Eswatini Biggest Braai Charity event. Further, total of (123) employees were facilitated to partake in Eswatini Inter-Municipal Games held in Siteki. Through these programmes, employees get opportunities to network and build relations amongst each other, which also creates positive environment within the organization.

7.0. Recruitments and Separations

During the 2021/22 financial year, it was reported that the organization was operating in 60% capacity due to unfilled vacancies post the turnaround strategy implementation. For the reporting period, the municipality had a staff complement of (266) employees which was still not at full complement. It can be reported that nine vacancies were recruited for during the reporting financial year in an attempt to position the organization for improved service delivery. These recruitments were guided by availability of budget to sustain the personnel costs. The organization further separated with (5) employees of which (3) of them separated through retirement while (2) of them separated through resignations.

8.0. Occupational Health & Safety

In an endeavour to improve Occupational Health and Safety (OHS) of employees, the organization continued with the implementation of preventative OHS initiatives. The OHS Committee had (9) meetings where issues of safety of employees were discussed and recommendations made to the organizations. The organization managed to train and supervise (22) supervisors on prioritizing safety of employees, roles and responsibilities and procedures for attending OHS incidents. During the reporting year, the municipality had (6) reportable OHS incidents, which indicates a decline from the (5) incidents recorded the previous year.

9.0. Human Resources Policies

In alignment with the organizational transformation and being relevant to contemporary developments in the human resources area, the municipality continued with reviewing its HR policies. During the reporting period, (5) HR policies were reviewed which included the Recruitment and Selection Policy, Disciplinary Policy, Remuneration Policy, Training and Development Policy, and Leave Policy. The reviewed policies are expected to assist in improving effectiveness in dealing with HR matters in the organization.

10.0. Quality Management System

The Municipality continued with implementation and compliance monitoring of the ISO 9001: 2015 Quality Management System (QMS). The main objective of implementing the QMS is to support the

organization in improving its efficiencies and effectiveness for improved service delivery and achievement of the municipality strategic goals. During the reporting period, six QMS internal audits and one external surveillance audit by an independent audit body were conducted. These audits were meant to test the organizational compliance to the ISO 9001:2015 QMS Standard and to check if the municipality was meeting its customer requirements during the past financial year. The audits' findings had numerous opportunities for improvements (OFIs) and there were no non-conformances in complying with the QMS standard.

1.9 **Legal and Secretariat Services**

During the reporting period, the organization managed to work on various initiatives involving legal matters and secretariat support of Council.

- **Legal Services**- in terms of legal issues, the matter between IntelliPark Vs the Municipal Council of Manzini regarding a dispute of statue installation, arguments were closed and the matter was awaiting Court judgement. On the matter between Municipal Council of Manzini Vs Pitoli Shabangu (Moneni) regarding illegal construction of a structure**,** the Court found the accused guilty and issued Council with an order for demolition of the illegal structure. There was also another matter between Ayanda Magagula Vs Municipal Council of Manzini whereby the applicant is claiming Council for an alleged injury incident, which occurred outside the municipality jurisdiction. This matter was still in the Court processes during the reporting period and was awaiting pleadings.
- **Council Secretariat-** during the reporting period, Council continued with its statutory meetings for deliberations and deciding on developmental and service delivery matters and applications. A total of (28) Council meetings were convened whereby (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.

11.0. Public Order, Safety and Security Services

In an endeavour to provide public order, safety and security in the city, the municipality engaged private security services by the name of Global Protection Services. The engaged security company worked closely with the municipality security and Royal Eswatini Police to undertake the following activities;

i) **Night Response Service-** there were (120) nuisances abatement action response executed during the reporting period. These were actioned as a response to residents' requests to abate noise pollution, illegal fires, stray dogs and other nuisance causing inconvenience to city residents.

ii) **Control of Stray Animals-** there were (218) cases of stray cattle which were dealt with during the reporting period. The stray animals were largely found in Ngwane Park, Fairview, Zakhele Township, Sterkstroom Townships, Mkhosi township and other areas of the city. There was also a notable increase of stray dogs dealt with in the reporting period whereby (87) stray dogs were killed.

iii) **Control of Illegal Vending/ Trading-** the Municipality managed to further action (4,185) cases of illegal trading within the city whereby vendors were found to be trading without permits. The illegal traders were found to be trading on illegal goods, unhygienic food products and blocking pavements.

iv) **Illegal Motor Mechanics-** there were (58) illegal motor mechanics who were found to be operating below Autozone, at the corner of Masalesikhundleni and Kelly street. The illegal mechanics were found to have polluted the area with hazardous waste and degraded the environment.

v) **Littering-** the municipality further dealt with (89) cases of littering within the city. It is worth reporting that the general public continue to litter anyhow within the city despite having numerous street bins being placed in the city.

vi) **Crime Prevention Activities-** in an endeavor to involve all stakeholders on crime prevention initiatives, the municipality continued with the crime prevention engagements. A total of (8) crime prevention engagements were held during the reporting year. The engagement meetings involved the Business Forum and the recently established Manzini Joint Security Crime Prevention Forum. The municipality further collaborated with Coates Valley Township community for technical partnership and participated in the establishment of the Coats Valley Neighborhood Watch structure. (2) Community police workshops were conducted, with community police from Madonsa, Moneni, Mangwaneni, Fairview, Zakhele and Ngwane Park. (12) Reflectors were given to Community police (8) to Madonsa and (4) to Fairview community police.

vii) **Installation of CCTV Cameras in Designated Areas**

In an effort to improve safety and security in the city, the municipality installed (4) cameras along Ngwane Street in collaboration with Bhunu Mall. (3) CCTV cameras were installed on Council properties which include the Civic Offices.

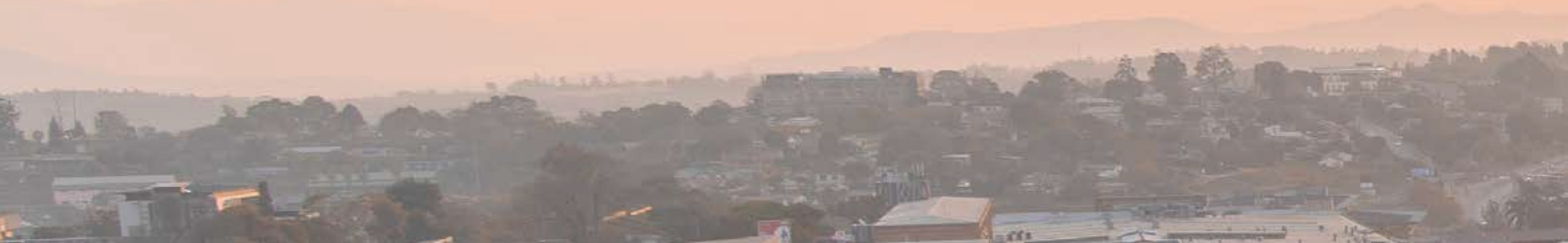
12.0. Information Communication and Technology (ICT)

The Municipality managed to continue with the upgrading and integration of its ICT infrastructural services. The internet bandwidth was increased to 20mbp with an aim to improve organizational efficiencies and effectiveness. There was a further increase on the computer replacement programme whereby (13) new computers were procured as replacement for obsolete equipment. The municipality further upgraded its firewall and further ensured that all organizational ICT infrastructure was protected through robust and appropriate antivirus.

PUBLIC WORKS AND INFRASTRUCTURE MAINTENANCE SERVICES HIGHLIGHTS

04

60% Rehabilitation of 3 roads commences



90%

Complete, Stanley Street (Ngwane Park)

48

LED traffic lights installed in 3 intersections

318

building plans application





C. PUBLIC WORKS AND INFRASTRUCTURE MAINTENANCE SERVICES

Through the Capital Investment Programme (CIP), the Municipality managed to develop and rehabilitate the city's road infrastructural services while also ensuring that the existing infrastructure was maintained.

Manzini Main Market



1.0.HIGHLIGHTS OF ACHIEVEMENTS ON INFRASTRUCTURE SERVICES

During the reporting financial year, the municipality managed to undertake the below highlighted infrastructural services;

2.0. Upgrading of Traffic Lights

In an endeavour to modernize city lighting facilities and incorporate energy saving innovations, the municipality continued with implementing the traffic lights programme. During the reporting period, there were (48) LED lights in three sets of traffic lights which are Kakhoza intersection traffic lights , Nazarene intersection s traffic lights and Riverstone intersection traffic lights .

3.0. Redesign of Citywide Road Infrastructure - Package II

In line with the city's Capital Investment Plan (CIP), the municipality continued with the designing of the City-Wide roads upgrading programme. During the reporting period, the municipality managed to complete the design of the City-Wide Roads Design Package Phase II. The City-Wide Road Rehabilitation Designing Phase II package include Mentjies Street, lower Martin Street, Mahleka Street, part of Masalesikhundleni and part of Tenbergen Street. The municipality further commenced with the preliminary designs of (3) storm water drainages, which included Linda Street, Lishongololo-Mhlaba Streets drainages and the area around SNAT Burial establishment.

4.0.Rehabilitation of the Manzini Main Market

In an endeavour to improve the trading space in the Manzini Main Market and increase number of trading stalls, the Municipality managed to design and complete the rehabilitation programme in the facility. The rehabilitation included but not limited to installation of an additional vending shelter, changing of asbestos roof with IBR sheets, repainting, rewiring, plumbing, kitchens and other critical elements of the facility. It can be reported that the rehabilitation was completed and a total of (1,177) traders re-allocated trading spaces.

5.0. Construction of Filter Clinic Waiting Area Shelter

Subsequent to the observation that patients awaiting to be attended at the Municipality Filter Clinic were exposed to harsh weather conditions, the municipality conceptualized construction of an additional shelter at the clinic frontage. The construction of the additional shelter was completed during the reporting period and currently in use by patients.

6.0. Construction of Pendray Park Toilets (Trelawney Park)

Through the public open spaces upgrading programme, the municipality proceeded with the upgrading of Pendray Park, which started with the amphitheatre in previous years. During the reporting year, the construction of public toilets were completed and the facility is currently in use by the public.



Tikhuba Road, Coates Valley

7.0. Construction & Rehabilitation of Package I City Roads and Bridges (Bosco Bridge Construction).

Through its Capital Investment Programme (CIP) guided by the 2019-2024 Integrated Development Plan (IDP), municipality conceptualized a Rehabilitation and Construction of City Roads Package I. The Package I roads include rehabilitation & construction of the Bosco Bridge, rehabilitation of Mimosa Street, rehabilitation of Tikhuba road and rehabilitation of Southern Distributor road. During the reporting year, the implementation of the roads package was over 80% completion and it was on progress and being undertaken by AG Thomas (Pty) Ltd.

The objective of this programme is to address the infrastructure backlog of the city roads.

8.0. Construction and Rehabilitation of Package II Roads Infrastructure

In an endeavour to address the roads infrastructure backlog encountered in the city, the municipality conceptualized and implemented the construction and rehabilitation of roads infrastructure Package II project. The package II infrastructure project included the rehabilitation of Meintjies Street, rehabilitation of Mentjies Bridge, Rehabilitation of Martin Street, Rehabilitation of Masalesikhundleni Street and rehabilitation of Tenbergen Street. During the reporting year, the implementation of this roads package was over 60% completion and being undertaken by Stefanutti Stocks (Pty) Ltd.

9.0. Rehabilitation of Stanley Street (Ngwane Park)

Subsequent to the grave dilapidation of the Stanley Street traversing D-98 road-Ngwane Park to Yithi Abantu Highway, the municipality planned a rehabilitation project to mitigate the situation. During the reporting period, the rehabilitation of Stanley Street commenced



Bosco Bridge



Stanley Street, Ngwane Park

whereby the stabilization, resealing of the road and construction of drainage system commenced. By the close of the reporting year, the project was at 90% completion. The project is being undertaken by Inyatsi construction (Pty) Ltd.

10.0.3.9 Processing of Building Applications

The organization continued with the processing of building applications and issuance of building permits. During the reporting period, there were (318) building applications processed which amounted to an estimated value of E136.73m. The building applications consisted of various construction projects, which included residential, commercial, and industrial, boundary walls and other construction related improvements. The processed applications for the reporting year were more than 2020/21 but lesser in value by E111m. The building applications are presented in the table below in comparison of the two financial years;

Building type	No. of Building Applications 2021/22	Estimated Value in E'	No. of Building Applications 2022/23	Estimated Value in E'
Residential	89	81m	82	50m
Commercial	30	122m	29	65.1
Boundary Walls	54	6.5m	34	4.6m
Industrial	3	4.1m	1	0.580m
Public	12	33.1m	13	19.4m
Other	11	1.1m	159	1.65
Total	**199**	**247.8**	**318**	**136.73m**

Table 1; showing processed building applications

14

special consent applications processed

795,890

condoms distributed this year

10,427

KG food stuffs condemned

361

food hygiene inspections conducted

262

people participate in flea markets

2,455

tested for HIV

10,937

tonnes of waste disposed of at dumpsite

2,068

provided with PMTCT services



URBAN PLANNING AND COMMUNITY DEVELOPMENT SERVICES HIGHLIGHTS



201

trees planted

1,355

skip loads lifted

541

water samples analysed

26

vacuum tanker loads collected



Central Business District (CBD) Flea Market

D. URBAN PLANNING AND COMMUNITY DEVELOPMENT SERVICES

The community services include but not limited to the provision of urban planning development, human settlements and community development services at a constituent level.

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 DEVELOPMENT AND HUMAN SETTLEMENTS

During the reporting financial year, the municipality managed to undertake the below highlighted urban planning services;

2.0.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 (14) special consent applications. This marks an increase from (10) special consent applications received and processed in the previous financial year. All the applications were conditionally approved. Three (3) of the processed applications were for vehicle wash areas; (3) were for pre-schools; (2) were for restaurant liquors; (2) were for home occupations; two (2) were for guest houses and (1) was for multi-family dwelling units and a petrol filling station.

3.0.Processing of Property Sub-Division Applications

The Municipality received and processed (4) subdivision applications during the reporting year. This marks a decrease from (10) that were received during the previous financial year. Two (2) of the applications were from Ngwane Park Township; one (1) was from Woodmasters and one (1) from Farm 9.

4.0.Town Planning Scheme Review

Following that the city Town Planning Scheme had ran its course, the Municipality commenced with the review and development of a new scheme. During the reporting period, a draft Reviewed Town Planning Scheme was produced and consulted upon. The draft Reviewed Town Planning Scheme was consulted with professionals including planners, architects and draughtsmen and further consulted residents, utility service providers and the business sector.

5.0.Economic Development

In an endeavour to empower local businesses, the municipality managed to undertake the following initiatives;

- **Review of Manzini Local Economic Development Strategy-** the municipality commenced with the review and development of the Local Economic Development Strategy with an objective to guide the business support initiatives and stimulate the city's economic growth. A draft LED strategy was produced and consulted upon with city stakeholders.

- **Flea markets-** there were (3) flea markets hosted in the city during the reporting year. The two flea markets were hosted in the inner city while one was hosted in one was hosted in Ngwane Park Township next to South Gate Mall. These flea markets attracted total number of (262) traders who marketed and traded their wares.

- **Commemoration of World Street Vendors' Day –** in an endeavor to appreciate and encourage the city street vendors to continue providing their different services, the municipality joined the rest of the world in commemoration of the "Street Vendors Day" under the theme "New Economy Efficiencies versus Old Economy Relationships". The commemoration of street vendors' day is undertaken globally on an annual basis of every 25th November. On the day, various stakeholders and government agencies were invited to partake and capacitate street vendors on different business growth aspects in relation to modern day technology as opposed to the old way of doing business.

- **Manzini Vendors Cooperative**- in an endeavor to empower and support individual SMMEs of street vending nature, the municipality conceptualized an initiative of establishment of a cooperative for the city street vendors. The municipality collaborated with the Ministry of Commerce, Industry and Trade to facilitate for trainings and capacitation of individual vendors to consider the cooperative concept. During the reporting period, one cooperative was established by the name of Kwetfu Sonkhe Multi-Purpose and Credit Co-operative. The Co-operative has (11) members from different street vending zones in the city.

6.0.Youth Empowerment Programme

In an endeavour to empower young people local businesses, the municipality managed to undertake the following initiatives;

- **Youth Business Clinics-** in an effort to support youth business start-ups through linkages to funding opportunities, Council facilitated for (30) Manzini youth to be part of Youth Business Clinics with the objective of guiding youth on the requirements of the Youth Enterprise fund.

- **Manzini Youth Chamber of Commerce**- in an endeavor to support the Manzini youth to be better organized for opportunities and coordination for support, the municipality facilitated for the establishment of Manzini Youth Chamber of Commerce. This structure is formed by the Manzini youth of which it elected its own executive to lead the running of the chamber. At conceptualization, the structure had (14) youth members with an interim executive of (7) members.

- **Commemoration of Global Entrepreneurship Week**

The municipality collaborated with Youth Enterprise Fund and SEDCO for the commemoration of Global Entrepreneurship Week. The Entrepreneurship week is commemorated globally to motivate and inspire the entrepreneurial spirit amongst citizens. The session included a one-day roundtable discussion workshop with the youth with the objective to motivate and inspire them while obtaining their inputs for their development. The session was attended by (25) young people from the city under the umbrella of the Manzini Youth Chamber of Commerce & Industry and the I Am an African Foundation.

- **Youth Entrepreneurship Training –** the organization managed to coordinate for the participation of ten (10) Manzini youth in business training facilitated by BSA Training. The youth were empowered on basic principles of starting and growing businesses.

7.0.HUMAN SETTLEMENTS DEVELOPMENT

In guidance with the UN Sustainable Development Goals, in particular Goal no.11, the municipality implement sustainable human settlement development programmes seeking to improve the standard of living of



Manzini Youth Chamber of Commerce Interim Committee

citizens. A highlight of undertaken sustainable human settlements development initiatives are presented as shown below;

8.0. Moneni Urban Development Project

Through the Urban Development Programme (UDP), the municipality worked with the Ministry of Housing and Development (MHUD) to upgrade the Moneni informal settlement with infrastructure services. Subsequent to the completion of the project, the municipality worked with the established structures in the township to allocate the developed plots through an agreed process with criteria. During the reporting period, the municipality coordinated for continuing of the plots allocation process and issuance of letters of offer. It can be reported that in the last reporting period, the issued letters of offer increased from (124) to (138).

9.0.Disaster Management

In an effort to improve the city's resilience and capacity to effectively respond to disasters, the municipality pursued different disaster management initiatives. During the reporting period, the municipality managed to reconstitute the Disaster Management Committee, which consist of various city stakeholders. The municipality further collaborated with the National Disaster Management Agency (NDMA) for technical support and undertaking of projects.

10.0. Animal Pound Operation

The municipality operates an animal pound service whereby all stray animals troubling city residents are impounded and kept. During the reporting period, the municipality managed to impound (487) stray animals found to be roaming the city streets and inconveniencing residents. The municipality further collaborated with the Road Safety department from Ministry of Public works and Transport to remove stray animals posing danger to motorists.

11.0. LABORATORY 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.

12.0.Water Testing 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 continued to monitor the quality of water consumed in the city through microbiology and chemical analysis. During the reporting period, the municipality managed to collect (541) water samples from (27) strategic sampling points in the city. It can be reported that (53) of the samples were surface water collected along the Mzimnene and Mgubudla rivers. There were further (6) bottled water samples that were procured from business establishments within the city and tested.

13.0.Laboratory Accreditation

Subsequent to the finalization of laboratory accreditation preparations in the previous year, the municipality continued with pursuance of accreditation of the laboratory on ISO/IEC 17025:2017 standard. The Southern African Development Community Accreditation Service (SADCAS) audited the laboratory to determine its compliance to ISO/IEC 17025. It can be reported that the laboratory was found to be in compliance with the standard and was accredited on ISO/IEC 17025:2017.

14.0.Food Analysis

The municipality collected (578) food swab samples from (87) food establishments within the city. It can be reported that the swabs were tested and analysed whereby (96) food swabs from the establishments were below the expected food health standards and immediately condemned. The municipality further tested the quality of milk sold in shops within the city which included (13) different milk brands for food poisoning. These milk brands were found to be compliant with food health stands. For COVID, 19 compliance Council managed to sample and test (46) hand sanitisers within the urban boundaries.



Laboratory Accreditation

15.0.FOOD SAFETY AND SANITATION

The municipality has a mandated of monitoring that the food products and establishments dealing on food observe high standards of hygiene for ensured food safety. During the reporting year, the municipality managed to undertake the following initiatives;

- **Food Grading**
  In an endeavor to assist the public to determine food establishments that are hygienic and observe food safety standards, the municipality conducted (173) food inspections and graded the same number of business establishments. These food establishments were those dealing in food, which are categorized as, indicated below;

- **Food Hygiene Inspection**
  On the food hygiene aspects, there were (361) food hygiene inspections during the reporting year. This indicates a decrease when compared to (592) inspections that were conducted during the previous financial year. It can be reported that (95) food establishments were found to be operating under unhygienic conditions and served with compliance notices. These food establishments were monitored and pursued to comply with the food health standards as required by the Public Health Act, 1969.

- **Condemnation of Foodstuffs**
  The municipality is also mandated to identify and remove expired products found in business establishments within the city. During the reporting period, it can be reported that there were (10, 427kg) of expired products identified and condemned in business establishments in the city. This is a great concern for the municipality as some of the products include expired food products which impacts health of the product.

- **Issuance of Public Health Reports**
  The Municipality has a responsibility to inspect business establishments for occupational health purposes for safety of the public. During the reporting period, (97) health compliance reports were issued to compliant businesses.

- **Food Safety Education and Awareness**
  In an endeavour to enlighten and support food establishments with information on improving food safety, the Municipality continuously facilitate educational workshops for food establishments in the city. During the reporting period, the organization coordinated (4) food health and grading workshops which recorded a combined attendance of (194) business owners and operators.

- **Residential Inspections**
  The Municipality took its health inspections to the townships with an endeavour to assist communities to maintain and keep hygiene premises for ensured health safety. During the reporting period, there were (3,962) residences which were inspected for health and hygienic practices. It can be reported that (2,345) premises were found to be in good condition whilst (1,617) were found to be unhygienic. During the inspections, it was discovered that some of the households had issues of overgrown vegetation, issues of sewer leakages, issues of indiscriminate littering around the yard and open waste burning.



16.0. Environmental Management

The municipality has a responsibility to implement environmental management programmes aimed at ensuring environmental sustainability and protection against contamination, degradation, pollution and other destructive activities. During the reporting period, the below highlighted environmental protection initiatives were undertaken;

- **Tree planting exercise**

  As part of the city environmental management programme, the municipality continued with greening initiatives during the reporting year. The city managed to plant (201) trees in strategic areas of the city as part of managing environment and greening the city. Even though this number was (112) lesser than the previous year but the programme is progressing well in the city.

- **Invasive Plant Species Control**

  The municipality planned and implemented a programme for controlling the invasive plant species spreading throughout the city. This programme is aimed at protecting the environment and prevent the invasive plant spreading to households to affect gardens. During the reporting period, the municipality managed to clear a total land area of (3) hectares which was covered by the invasive plant species.

- **Establishment of ISO 14001: 2015 Environmental Management Standard**

  The municipality conceptualized and implemented initiatives aimed at improving environmental protection through the establishment of the ISO 14001; 2015 Environmental Management System. The purpose of establishing the standard is to guide the municipality on environmental management and measurement. During the reporting period, engaged professional services to support the establishment of the environmental standard. By the close of the financial year, the municipality had conducted a situational analysis of establishing the system and the project was on progress.

- **Control of Vegetation Overgrowth**

  Subsequent to concerns raised by residents about unmaintained private properties in their neighbourhoods, the municipality conceptualized a programme aimed at mitigating on the overgrowth problem in private properties. Even though this responsibility is solely for the property owners, the municipality commenced with a programme to identify these properties and engage the property owners to clear the overgrowth. The municipality identified (92) overgrown properties and engaged the owners to clear the overgrowth. It can be reported that (68) property owners complied and cleared the overgrowth while (24) property owners did not. The non-compliant property owners were served with final notices and further referred to the Magistrate Court for prosecution.

E. WASTE MANAGEMENT

The municipality continued with the provision of waste management services in the city, which include collection, transportation, disposal and covering or recycling. During the reporting period, the following waste management initiatives were undertaken;

1.0. Waste Collection and Disposal

The Municipality continued to receive waste from all over the city through its controlled dumpsite. The incoming waste was weighted, disposed, covered and compacted. Some of the waste was recycled in partnership with the recycling companies operating at the site. The total amount of waste disposed at the controlled dumpsite during the reporting year was (10936.59) tonnes. This reflects an increase of (3950.32) tonnes from waste that was disposed during the previous year. Waste recycling activities at the controlled dumpsite reclaimed a total of (183) tonnes of recyclable waste.





Skip Collection Services

2.0. Health Care Risk Waste (HCRW)

A total of (14.7) tonnes of Health Care Risk Waste (HCRW) was collected twice a week during the reporting year from (52) health care facilities. The waste was treated at the Municipality's incinerator and further disposed accordingly.

3.0. Skip collection

The municipality continued with the provision of its skip services which are placed in strategic areas of the city. A total of (1355) loaded waste skips were collected during the reporting year. Of these, a total of (262) loads were from customers who requested the service.

4.0. Vacuum Tanker Services

The municipality continued with the provision of the vacuum tanker services to customers within and outside of the city. During the reporting year, it can be reported that (26) loads of liquid waste was collected and disposed through the vacuum tanker service. It is worth mentioning that (10) of the collected waste was from outside the city whilst (16) was from within the city.

Table 2; showing the ART clientele

Adult patients on ARVs	15 244
Children on ARVs	149
Total on ART	15 393
Total number of patients on pre ART register	0
Total number of patients on care at the Clinic	**15 393**

5.0.4.11 MUNICIPAL HIV AND AIDS PROGRAMME

The Municipal HIV and AIDS Programme is a section under the CEO's office which is mandated to coordinate strategic services such as HIV and AIDS, health and social services for vulnerable groups, gender as well as corporate social responsibility initiatives.

6.0. HIV Testing Services

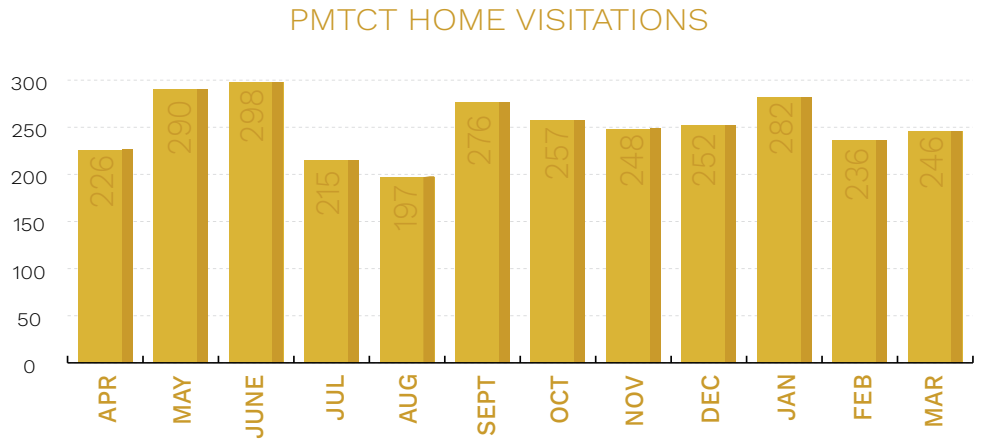
The municipality managed to provide HIV testing services at both LaMvelase and the Filter clinic throughout the year. A total of two thousand four hundred and fifty-five (2,455) people were tested during the course of the year.

7.0. Condom Distribution

The Municipality managed to ensure consistent condom distribution in strategic areas within the city, including public toilets as one of the strategies to curb new HIV infections. A total of seven hundred and ninety-five thousand, eight hundred and ninety (795 890) condoms were distributed during the year.

8.0. Anti-Retroviral Therapy (ART) Services

The municipality operates a free standing HIV and AIDS Clinic called LaMvelase help centre. Through this clinic, a total of fifteen thousand, three hundred and ninety-three (15 393) people were provided with Anti-Retroviral Therapy (ART) and related services. The services included treatment of opportunistic infections, CD4 count monitoring, viral load monitoring, Sexual and Reproductive Health (SRH) services, Tuberculosis (TB) screening and treatment as well as the management of non-communicable diseases such as diabetes and cancer. 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).



Graph 1; Showing PMTCT Home Visitations



9.0. Prevention of Mother-To-Child Transmission (PMTCT) of HIV/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 municipality 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 two thousand and sixty eight (2,068) clients were reached during the year under review.

10.0. Youth Peer Education Programme

The municipality managed to conduct a number of social behavioral change communication initiatives targeted at young people over the period under review. The initiatives included conducting information desks, community youth days as well as social media interactions with young people on HIV and other social issues relevant to young people. The total number of youth reached throughout the year is (2,096).

11.0. Manzini World AIDS Day Commemoration

As part of the municipality HIV/AIDS sensitization and educational programme, the organization continued to take part in the annual global commemoration of the International World AIDS Day. The municipality joined the globe in observing this day through an event, which was held on the 2nd December 2022, at the George Hotel. The event was attended by (140) people who represented a number of key stakeholders in the municipal HIV and AIDS programme. The AIDS Healthcare Foundation (AHF) collaborated with the municipality in hosting this event which was themed ''***Equalize- Eswatini Ending AIDS For All.***''

12.0. Welfare Services for Children

The municipality operates (7) neighbourhood care points and one temporary feeding site for Orphan and Vulnerable Children (OVC) where a range of welfare services for children are provided. Services provided throughout the year include feeding, free pre-school education and other services. The total number of children who benefitted in these services is one thousand, three hundred and forty-three (1,343), including (290) children who enrolled for the free pre-school services.

13.0. Social Responsibility

- **Presentation of Grocery Hampers** – as part of the Municipality's social responsibility initiatives, council took time to appreciate community volunteers for the work they do as part of the municipality's HIV and AIDS programme. A total of (66) community volunteers received tokens of appreciation from the Municipality. Each volunteer was presented with a shopping voucher for a grocery hamper.

- **Support Initiatives for the Elderly** - the municipality managed to identify and deliver grocery hampers to (60) indigent people mostly elderly residents from the (12) Wards during the Christmas season. His Worship Mayor and Deputy Mayor took time to visit some of the elderly people to deliver the Christmas grocery hampers and wish the elderly people a Merry Christmas and Happy 2023 New Year.





F. FINANCIAL SERVICES

In an endeavour to strengthen the financial capacity of the organization to enable funding of municipality programmes, there were various initiatives implemented during the reporting financial year. These programmes were mainly meant to improve the revenue of the municipality and further ensure efficiencies towards implementation of programmes and projects.

1.0. HIGHLIGHTS OF ACHIEVEMENTS

The highlights of achievements implemented during the reporting period are presented below;

2.0. Rates Collection

The Municipality implemented numerous activities with an objective to improve the collection of rates owed. The municipality managed to conduct a rates assessment of (4,800) properties, which amounted to E75.4 million. The municipality managed to issue rates assessment notices to all ratepayers on different platforms including but not limited to Post-Mails, E-mails and SMSes using the last known addresses. The municipality managed to publish differential rating categories in the media for public comments and further facilitated for gazzetting of the categories, which informed the rates billing process. It can be reported that 93% of the assessed rates was collected during the reporting period.

3.0.Supplementary Valuation Roll

The municipality has a mandate of conducting a supplementary valuation of properties, which may have had improvements in the midst of the 5-year period mandated for developing a property valuation roll. During the period, the municipality managed to conduct a supplementary valuation process which involved (194) properties. The process was transparent and open for public review especially the property owners through the Valuation Court. The supplementary valuation process was completed and supplementary valuation roll approved by the Ministry of Housing and Urban Development.

3.1 Auditing of All Valuated Properties

In an endeavour to improve the efficiency and effectiveness of the Valuation Roll, the municipality conceptualized and implemented a project for auditing all properties in the valuation roll against physical properties in different city Wards. It can be reported that the process progressed well during the reporting period and the process was towards its completion by the close of the financial year. The purpose of the audit process was to ensure that all the properties in the valuation roll were appropriately assessed, categorized and rated appropriately.

4.0.Reduction of Outstanding Arrear Rates

The municipality continued to experience the challenge of rates arrears caused by property owners who default on their rates payment for a period of over twelve months. The municipality had over (500) properties which were in arrears during the reporting period and arrear rates stood at just over E13m. It can be reported that 15 % of rates arrears was collected during the concluded financial year.

5.0. Reduction of Miscellaneous Debtors

The municipality continued to experience increased debtors during the reporting financial year. The municipality commenced the reporting year with a debt book of just over E3.2m which the organization implemented various strategies aimed at reducing the debtors. It can be reported that the municipality managed to reduce the debt book by 45% during the reporting financial year.

The overall financial performance of the municipality is reported in detail through the 2022/2023 Audited Financial Statements, which are presented in the consequent section of this report.



Municipal Council of Manzini

Annual Financial Statements

for the year ended 31 March 2023



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MUNICIPAL COUNCIL OF MANZINI

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

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

REFERENCE:

YOUR REF:

DIRECTOR FINANCE LETTER TO THE COUNCILLORS

His Worship the Mayor and Honorable Councillors

FINAL ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

I have the pleasure to submit final accounts for the year ended 31 March 2023 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

NT DLAMINI
ACTING DIRECTOR FINANCE)

STATEMENT OF COUNCILLORS' RESPONSIBILITY

for the year ended 31 March 2023

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

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

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

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

The audit report of PricewaterhouseCoopers is presented on pages 72 to 73. The financial statements were approved by Councillors and are signed on their behalf by:

DIRECTOR FINANCE (ACTING) 04-07-2023 **DATE**

CHIEF EXECUTIVE OFFICER 05.07.2023 **DATE**

MAYOR 05/07/2023 **DATE**

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 2023 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

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

- the statement of financial position as at 31 March 2023;
- the statement of revenue funds for the year then ended;
- the statement of cash flows 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 2023. 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.

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 necessacy 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 relevantto 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 Council' 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

PricewaterhouseCoopers
Partner: Makhosazana Mhlanga
Registered Auditor P.O.Box569
Mbabane
Date: 18 August 2023

COUNCILLORS' REPORT

for the year ended 31 March 2023

The Councillors have pleasure in presenting their report and audited financial statements of the Municipal Council of Manzini for the year ended 31 March 2023.

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 *(undergoing amendments on this section to allow borrowing)* 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.

COUNCILLORS' REPORT(continued)

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

The term of office for the above Councillors came to an end in September 2022.

INTERIM COUNCILLORS

The following Councillors were appointed as interim Councillors from I November 2022:

MAYOR:
M.MABUZA

MEMBERS:
Z. MATSEBULA

CHIEF OFFICERS

CHIEF EXECUTIVE OFFICER	**: L.P. DLAMINI**
DIRECTOR COMMUNITY SERVICES	**: Z. MAPHANGA**
DIRECTOR TECHNICAL SERVICES	**: M. D. DLAMINI**
DIRECTOR FINANCE	**: M.MAMBA**
ACTING DIRECTOR FINANCE	**: N. DLAMINI**
DIRECTOR CORPORATE SERVICES **(Acting)**	**: S. MALAZA**
HEAD OF STRATEGY	**: S. DLAMINI**

REGISTERED BUSINESS OFFICE AND ADDRESS

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

SST MATSEBULA ATTORNEYS

Postal address	*Physical address*
P.O Box C711	ESRIC House opposite The Hub
The Hub, Manzini	Mhlakuvane Street
M100	Manzini
Eswatini	Eswatini

AUDITORS

PRICEWATERHOUSECOOPERS

Postal address	Physical address
PricewaterhouseCoopers	Rhus Office Park
P O Box 569	Kal Grant Street
Mbabane	Mbabane
H100	Eswatini
Eswatini	

COUNCILLORS' REPORT(continued)

BANKERS:

NEDBANK (SWAZILAND) LIMITED

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

STANDARD BANK ESWATINI LIMITED

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

FIRST NATIONAL BANK OF ESWATINI

Postal address	Physical address
First National Bank of	Nkoseluhlaza Street
Eswatini Limited	Makabongwe House
P O Box 645	Manzini
Manzini	Eswatini
M200	
Eswatini	

INVESTMENT MANAGERS

STANLIB ESWATINI LIMITED

Postal address	Physical address
Stanlib Eswatini Limited	2nd floor
P O Box A294	Mbabane Office Park
Swazi Plaza Mbabane	Mbabane
Eswatini	Eswatini

MUNICIPAL COUNCIL OF MANZINI

STATEMENT OF REVENUE FUNDS

for the year ended 31 March 2023

	Notes	2023	2022
		E	E
Revenue		**76 786 457**	79 072 202
Other operating income	2	**9 192 907**	7 850 462
Government grants and subvention	2.1	**3 177 400**	2 574 180
Operating income		**89 156 764**	89 496 844
Operating expenditure	3	(85 393 746)	(88 340 122)
Operating surplus		**3 763 018**	1 156 722
Finance costs - net	4	**(2 259 609)**	(1 963 988)
Finance income	4	**453 157**	164 274
Finance costs	4	(2 712 766)	(2 128 262)
Surplus/ (deficit) for the year		1503409	(807 266)

MUNICIPAL COUNCIL OF MANZINI

STATEMENT OF FINANCIAL POSITION

for the year ended 31 March 2023

	Notes	2023 E	2022 E
ASSETS			
Non-current assets			
Property, plant, and equipment	6	**327 487 476**	295 714 931
Current assets			
Inventories	7	**190 638**	191 409
Rates and other receivables	8	**54 017 334**	50 879 373
Financial assets held at fair value	10	**44134**	41 443
Cash and cash equivalents	9	**11 686 711**	13 587 239
Trust funds	12	**-**	63 235
		65 938 817	64 762 699
Total assets		**393 426 293**	360 477 630
EQUITY			
Reserves attributable to the Council			
Accumulated surplus		**312 261 346**	310 757 937
LIABILITIES			
Non-current liabilities			
Borrowings	11	**16 201 545**	10 452 261
Provisions for other liabilities and charges	15	**3 298 454**	3 298 454
		19 499 999	13 750 715
Current liabilities			
Bank overdraft	9	**19 119 611**	12 562 481
Short tenn portion of borrowings	11	**5 348 764**	5 542 893
Trust funds	12	**253 941**	-
Trade and other payables	13	**30 041 292**	14 354 191
Provisions for other liabilities and charges	15	**6 901 340**	3 509 413
		61 664 948	35 968 978
Total liabilities		**8 1164 947**	49 719 693
Total equity and liabilities		**393 426 293**	360 477 630

MUNICIPAL COUNCIL OF MANZINI

STATEMENT OF CHANGES IN EQUITY

for the year ended 31 March 2023

	Accumulated Surplus E	Total E
Balance at 01 April 2022	**310 757 937**	**310 757 937**
Surplus for the year	**1 503 409**	**1 503 409**
Balance at 31 March 2023	**312 261 346**	**312 261346**
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

MUNICIPAL COUNCIL OF MANZINI

STATEMENT OF CASH FLOWS

for the year ended 31 March 2023

	Notes	2023 E	2022 E
Cash flow from operating activities			
Cash generated from operations	14.1	**19 704 857**	7 673 556
Interest received	4	**450 466**	162 522
Interest paid	4	(2 712 766)	(2 128 262)
Net cash generated from operating activities		17 442 557	5 707 816
Cash flows from investing activities			
Purchase of property, plant, and equipment	6	(31772545)	(10 576 634)
Net cash utilized in investing activities		**(31 772 545)**	(10 576 634)
Cash flows from financing activities			
Proceeds from borrowings	14.2	**10 000 000**	10 000 000
Repayment of borrowings	14.2	**(4 444 845)**	(9 672 234)
Trust funds received net		**317175**	(764 109)
Proceeds from overdraft	14.3	**138 932 339**	-
Repayment of overdraft	14.3	**(132 375 209)**	(287 086)
Net cash generated/(utilized) in financing activities		**12 429 460**	(723 429)
Net movement in cash and cash equivalents		**(1 900 528)**	(5 592 247)
Movement in cash and cash equivalents			
Cash and cash equivalent at beginning of year		**13 587 239**	19 179 486
Net movement in cash and cash equivalents		**(1 900 528)**	(5 592 247)
Cash and cash equivalents at end of year	9	**11 686 711**	13 587 239

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

for the year ended 31 March 2023

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.

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)

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.

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 oflease 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

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

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 recognized initially at the proceeds received net of transaction costs incurred. Borrowings are subsequently stated at amortized cost using the effective yield method; any difference between proceeds (net of transaction costs) and the redemption value is recognized 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.

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.

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.

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 recognized 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.

Accounting policies (continued)

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

Related Parties

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

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

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

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

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 2023 the Council was not exposed to price risk.

(ii) Foreign exchange risk

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

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

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

(iii) Cash flow and fair value interest rate risk

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

The Council's income and operating cash flows are substantially independent of changes in market interest rates. The Council has no significant interest-bearing assets. At year-end l 00 % of the borrowings were at floating rate. The Council has no specific strategy in place to hedge against fluctuating interest rates.

(b) Credit risk

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

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

MUNICIPAL COUNCIL OF MANZINI

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

for the year ended 31 March 2023

3. Financial risk management (continued)

Financial risk/actors (continued)

(b) Credit risk (continued)

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

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

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

	31 March 2023 E	31 March 2022 E
Counterparty		
First National Bank ofEswatini Limited	**160 764**	419 695
Eswatini Mobile	**8 936**	7 636
MTN Eswatini	**57 463**	20 204
Nedbank Swaziland Limited	**10 751 577**	12 586 467
Standard Bank Eswatini Limited	**421 364**	289 753
Swaziland Building Society	**40 616**	212 044
	11440 720	13 535 799
Stanlib Eswatini Limited	**44 134**	41 443
Nedbank Swaziland Limited -Bank Overdraft	**(19 119 611)**	(12 562 481)
Individuals	**30 929 460**	30 584 269
Businesses	**18 723 448**	26 377 619
Government ofEswatini	**27 520 230**	21 830 538
	77 173 138	78 792 426

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

(c) Liquidity risk

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

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

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(continued)

for the year ended 31 March 2023

3. Financial risk management (continued)

Financial risk factors (continued)

(c) Liquidity risk (continued)

The table below analyses the council'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 2023				
Trade and other payables	**30 041 292**	**-**	**30 041 292**	**30 041 292**
Bank overdraft	**19 119 611**	**-**	**19 119 611**	**19119 611**
Borrowings	**5 384 700**	**16 201 545**	**21 586 245**	**21 550 309**
	54 545 603	**16 201545**	**70 747 148**	**70 711 212**
At 31 March 2022				
Trade and other payables	14 354 191	-	14 354 191	14 354 191
Bank overdraft	12 562 481	-	12 562 481	12 562 481
Borrowings	5 911 618	10 489 746	16 401 364	15 995 154
	32 828 290	10 489 746	43318036	42 911 826

(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 2023 the Council was not aware of any significant obligation not provided for.

(e) Operatwnal 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.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES
(continued)

for the year ended 31 March 2023

3. Financial risk management (continued)

Financial risk factors (continued)

(e) Operational risk (continued)

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 fmancial 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 2023

	2023 E	2022 E
1. REVENUE		
Revenue comprised the following:		
Assessment rates		
General	**46 529 568**	49 582 864
Government	**26 526 146**	25 545 395
Penalties and interest	**3 730 743**	3 943 943
	76 786 457	79 072 202
2. OTHER OPERATING INCOME		
Revenue from various services rendered: Parks and recreational fees	**449 890**	517 780
Licenses and permits	**1 120 787**	1 380 756
Service charges	**3 859 991**	3 199 562
Rent received	**868 205**	898 115
Health care facilities	**433 386**	502 451
Advertising fees	**2 196 127**	1052 641
Sundry	**264 521**	299 157
	9 192 907	7 850 462
2.1. GOVERNMENT GRANTS AND SUBVENTION		
Government subvention (Eswatini)	**3 177 400**	2 574 180
	3 177 400	2 574 180

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

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS

(continued)

for the year ended 31 March 2023

	2023 E	2022 E
3. OPERATING EXPENDITURE		
Auditor remuneration		
- External audit fees	**515 733**	498 096
- Internal audit fees	**530 733**	202 791
Bad debts	**(2 950 414)**	7 349 089
Councillors' allowances	**647 935**	826 186
Employee Benefit Expenses (Note 5)	**43 310 768**	35 634 580
Establishment costs	**35 935 553**	34 144 090
Special expenditure	**7 403 438**	9 685 290
	85 393 746	88 340 122
4. FINANCE COSTS - NET		
Finance income		
Interest received from short term deposits	**453 157**	164 274
Finance costs	**(2 712 766)**	(2 128 262)
Interest on bank overdrafts	**(1 458 487)**	(1 306 535)
Interest on finance leases	**(1 254 279)**	(821 727)
Finance costs - net	**(2 259 609)**	(1 963 988)
5. EMPLOYEE BENEFIT EXPENSES		
Salaries and wages	**30 953 438**	26 575 668
Employee benefit costs and allowances	**7 103 826**	5 591 119
Gratuity	**3 348 659**	2 076 703
Leave	**604 100**	319 405
Pension fund contributions and disability insurance	**1 300 745**	1 071 685
	43 310 768	35 634 580

The average number of employees during the year was **242 (2022 : 202).**

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 2023					
Opening net book amount	**32 204 957**	**24 460 142**	**5 715 804**	**233 334 028**	**295 714 931**
Additions	**2 757 508**	**437 377**	**1 016 069**	**27 561 591**	**31 772 545**
Closing net book amount	**34 962 465**	**24 897 519**	**6 731 873**	**260 895 619**	**327 487 476**
Year ended 31 March 2022 Opening net book amount	30 587 346	2 390 0721	4 409 315	226 240 915	285 138 297
Additions	1 617 611	55 9421	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

	2023 E	2022 E
Land and building comprise:		
Plot 489 situate Coates Valley with buildings thereon - at cost	**98 217**	98 217
Building structures at various locations.	**34 864 248**	32 106 740
	34 962 465	32 204 957

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 El 515 000.
The Council ceased operations of the abattoir facilities which had land and buildings valued at E 1 270 000; plant and machinery valued at E245 000.

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

7. INVENTORIES

Electrical	**11 373**	6 322
Sparesandaccessories	**166 252**	135 964
ToiletTissue	**1 279**	20 712
Roadpaints	**3 406**	17 655
Oil	**5 830**	325
Miscellaneousitems	**2 498**	555
Cement	**-**	8 377
Glue	**-**	1 499
	190 638	191 409

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)

for the year ended 31 March 2023

	2023 E	2022 E
8. RATES AND OTHER RECEIVABLES		
Assessment rates debtors		
General	**49 652 908**	56 961 888
Government	**27 520 230**	21 830 538
Total Rates Debtors	**77 173 138**	78 792 426
Staff debtors (Note 8.1)	**195 254**	210 257
Sundry debtors (Note 8.2)	**5 933 806**	5 223 100
Total rates and other receivables	**83 302198**	84 225 783
Impairment provisions (Note 8.3)	**(29 284 864)**	(33 346 410)
	54 017 334	50 879 373
8.1. Staff debtors		
Staff debtors are comprised of the following:		
Staff advances	**195 254**	210 257
8.2. Sundry debtors		
Sundry debtors comprised of the following:		
Ngwane park debtors	**98 573**	129 666
Bus Rank rent	**270 326**	380 006
Zakhele	**10 000**	21 080
Other debtors	**5 323 306**	3 971 404
Market Rentals	**44 405**	147 016
Street Vendors	**187 196**	573 928
	5 933 806	5 223 100
8.3. Impairment provision		
Balance at beginning of the year	**33 346 410**	25 997 321
Charged to statement of revenue funds	**-**	7 349 089
Provision reversals	**(4 061 546)**	-
Balance at end of the year	**29 284 864**	33 346 410

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)

for the year ended 31 March 2023

	2023 E	2023 E
9. CASH AND CASH EQUIVALENTS		
Cash balances and short-term deposits		
- Nedbank Call Account	**40 104**	338 390
- Nedbank Call - Dumpsite	**269 339**	2 120 693
- Standard Bank Call Account	**60 706**	169 539
- Nedbank New Current Account	**26414**	116 837
- First National Bank Account	**160 764**	419 695
- Nedbank Call Account	**10 720**	10 547
- Nedbank Fixed Deposit (Note 9.1)	**10 405 000**	10 000 000
- Standard Bank Current Account	**360 658**	120 214
- MTN Mobile Money Account	**57 463**	20 204
- Eswatini Mobile Emali Account	**8 936**	7 636
- Swaziland Building Society	**40 616**	212 044
- Cash on hand	**245 991**	51 440
	11 686 711	13 587 239
9. 1. Restricted funds		
Nedbank (Swaziland) Limited	**10 405 000**	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 annwn. Such funds are with respect to the payment of the Bosco bridge project and will mature on 01st October 2023.

9. 2 Bank Overdraft

Nedbank (Swaziland) Limited	**(19 119 611)**	(12 562 481)
	(19119 611)	(12 562 481)

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)

for the year ended 31 March 2023

9. CASH AND CASH EQUIVALENTS (continued)

Bank Overdraft (continued)

The bank overdraft facility is secured as follows:

- First and Second Mortgage Bonds for E4 540 000 over ErfNo.265 Manzini,
- First and Second Mortgage Bonds for E2 449 000 over Lots No. 371,386,409 and Portion D ofErf277 Manzini,
- First Mortgage Bond for E779 000 over Lot No. 407 Coates Valley Manzini,
- First Mortgage bond for E801 000 over Lot 388 Coates Valley, Manzini,
- Unlimited cession over present and future rental income on bonded properties,
- Cession over house owner's insurance over bonded properties with Nedbank Eswatini Limited noted as a first loss payee,
- Lien over assets financed under E2m RCL Facility supported by comprehensive insurance over leased assets,
- Deed of pledge and cession over call account limited to El Om,
- Third Mortgage Bonds for E7 820 000 over Lots No. 371,386,409 and Portion D ofErf 277 Manzini.

10. Financial assets held at fair value

	2023	2022
	E	E
Stanlib Money Market Account	**44 134**	41 443
Reconciliation of Financial assets held at fair value		
Opening balance	**41 443**	39 691
Interest earned	**2 691**	1 752
	44 134	41 443

.* The Council has money market investments with Stanlib Eswatini

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)

for the year ended 31 March 2023

	2023 E	2022 E
11. BORROWINGS		
11.1 Maturity analysis		
Non-current:		
Nedbank loan - new vehicles (Note 11.3)	**-**	1 025 740
World bank- Urban Development Project (Note 11.2)	**437 440**	437 440
ENPF Loan - Infrastructure (Note 11.4)	**8 213 951**	1 438 927
Eswatini Government - World Bank loan - Package 16		
(Note 11.5)	**7 550 154**	7 550 154
	16 201 545	10 452 261
Current:		
Nedbank loan-new vehicles (Note 11.3)	**1 047157**	1 245 748
ENPF Loan - Infrastructure (Note 11.4)	**4 301 607**	4 297 145
	5 348 764	5 542 893
Total borrowings	**21 550 309**	15 995 154

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.

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)

for the year ended 31 March 2023

11	BORROWINGS (continued)		
		2023	2022
		E	E
11.3	Finance leases	**1 047 157**	2 271 488
	The minimum lease payments of finance lease obligations as follows:		
	Gross minimum future instalments	**1 083 093**	2 438 333
	Due within a year	**1 083 093**	1 375 108
	Due within two to five years	**-**	I 063 225
	Less: Future finance charges	**(35 936)**	(166 845)
	Due within a year	**(35 936)**	(129 360)
	Due within two to five years	**-**	(37 485)
	Present value of finance leases	**1 047 157**	2 271 488
	The present values of.finance leases is as follows:		
		1 047 157	2 271 488
	Due within a year	**1 047 157**	1 245 748
	Due within two to five years	**-**	1 025 740

The finance leases are secured as follows:

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

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)

for the year ended 31 March 2023

11. BORROWINGS (continued)

11.4 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 El 0 million. *As* at 31 March 2023 the Council had only utilized El0 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.

11.5 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.

MUNICIPAL COUNCIL OF MANZINI

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)

for the year ended 31 March 2023

	2023 E	2022 E
TRUST FUNDS		
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- Govt Funded	**(373 184)**	(373 184)
Auction of plots	**321180**	-
Mkhosi Township Fund	**(170 055)**	(166 051)
	253 941	(63 235)

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

1 Eswatini Local Government Project

Opening Balance	**-**	71 217
Utilized for road and related infrastructure	**-**	(71 217)
	-	-

The SLGP balance at 31 March 2023 is **E Nil** (2022: Nil).

TRADE AND OTHER PAYABLES

Trade creditors	**27 403 611**	2 637 681
Other payables	**9 817 790**	4 536 401
	30 041 292	14 354 191

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)

for the year ended 31 March 2023

		2023 E	2022 E
14. CASH FLOW INFORMATION			
14.1	**Cash generated from operations:**		
	Reconciliation of surplus to cash generated from		
	operations: -		
	Surplus/(deficit) for the year	**1 503 409**	(807 266)
	Adjustments for:		
	Bad debts	**(2 950 412)**	7 349 089
	Interest received	**(453 157)**	(164 274)
	Interest paid	**2 712 766**	2 128 262
		812 606	8 505 811
	Changes in working capital:	**18 892 251**	832 255
	Increase in rates and other receivables	**(187 547)**	(11 328 021)
	Decrease in inventories	**771**	20 011
	Increase in trade and other payables	**15 687 101**	8 078 187
	Increase in provisions for other liabilities and charges	**3 391 926**	2 397 568
	Cash generated from operations	**19 704 857**	7 673 556
14.2	**Loan repayments**		
	Opening balance	**15 995154**	15 667 388
	Additions	**10 000 000**	10 000 000
	Repayments	**(4 444 845)**	(9 672 234)
	Closing balance	**21 550 309**	15 995 154
14.3	**Movement in overdraft**		
	Opening balance	**12 562 481**	12 849 567
	Proceeds from overdraft	**138 932 339**	-
	Repayment of overdraft	**(132 375 209)**	(287 086)
	Closing balance	**19 119 611**	12 562 481

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)

for the year ended 31 March 2023

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 2023						
Balance 01 April 2022	**446 499**	**1517 392**	-	**1 545 522**	**3 298 454**	**6 807 867**
Provision made during the year	**449 999**	**3 609 435**	-	**2 633 150**	**-**	**6 692 584**
Utilized during the year	**(446 499)**	**(883 267)**	-	**(1 970 891)**	**-**	**(3 300 657)**
Balance 31 March 2023	**449 999**	**4 243 560**	**-**	**2 207 781**	**3 298 454**	**10 199 794**
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

NOTES TO THE ANNUAL FINANCIAL STATEMENTS (continued)

for the year ended 31 March 2023

15. PROVISIONS FOR OTHER LIABILITIES AND CHARGES (continued)

	2023 E	2022 E
15.1 Provision for other liabilities and charges analysis		
Non-current		
Severance pay	**3 298 454**	3 298 454
Current		
Bonus provision	**449 999**	446 499
Contract gratuity provision	**4 243 560**	1 517 392
Leave provision	**2 207 781**	1 545 522
	6 901 340	3 509 413

15.2 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.

15.3 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.

15.4 Bonus Provision

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

15.5 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.

15.6 Other provisions

Also included are uncleared transactions emanating from bank statements.

16. COMMITMENTS AND CONTINGENCIES

16.1 Commitments

As at 31 March 2023 the Council did not have any commitments.

16.2 Contingencies

The Council has various claims amounting to El8.2 million in respect of labor issues and encroachment. The Council has disclaimed liability and is defending action. It is not practical to estimate the potential effect of such claims, but legal advice indicates that it is not probable that significant liabilities will arise.

MUNICIPAL COUNCIL OF MANZINI

GENERAL INCOME AND EXPENDITURE ACCOUNT SUMMARY

for the year ended 31 March 2023

EXPENDITURE	2023 E	2022 E
City Clerk	**5 647 262**	3 142 760
Office of the Mayor	**1 537 773**	I 008 976
Corporate Service	**51 365 940**	48 557 830
Finance	**16 707 392**	25 810 521
Community Services	**4 995 328**	4 802 640
Technical Services	**7 852 817**	7 145 657

REVENUE	2023 E	2022 E
Rates	**46 529 568**	49 582 864
Rates penalty and interest	**3 730 743**	3 943 943
Government rates	**26 526 146**	25 545 395
Subvention	**3 177 400**	2 574 180
Taiwan grant		
FINANCE INCOME		
Interest on investments	**453 157**	164 274
OTHER REVENUE		
Sundry income	**264 521**	299 157
Building inspection	**89 256**	I08 273
Condemned food Stuff	**8 610**	5 680
Consent use fees	**6 500**	5 500
Discount received	**5 311**	6 421
Zakhele fees and charges	**105 255**	56 026
Hazardous waste	**26 431**	86 000
Inspection for trading license	**97 336**	112 520
Insurance claim	**3 800**	71 791
Jubilee Park	**12 880**	6 010
Licences & permits	**723 570**	892 152
Market fees and charges	**6 486**	440 315
Millennium Park rental	**7 760**	7 670
Ngwane park debtors	**3 853**	3 853
Pound fees	**63 215**	104 896
Parking fees	**429 250**	504 100
Refuse collection (public)	**1115 574**	100 857
Rental bus rank shop	**860 445**	860 445
Rezoning fees	**3 220**	2 500
Sale of animals	**34 380**	59 975
Burial fees	**120 400**	141 180
Sale of plant	**255**	2 524
Scrutiny fees	**198 855**	252 039
Manzini Trade Hub	**-**	501 553
Showground rental	**542 324**	30 000
Signs and encroachment	**2 196 127**	1 052 641
Subdivision fees	**2 050**	7 770
Toilet fees	**860 815**	971 480
Under/ (over) banking	**-**	(862)
Service Debtors	**547 139**	82 069
Satellite Bus Rank	**-**	2 218

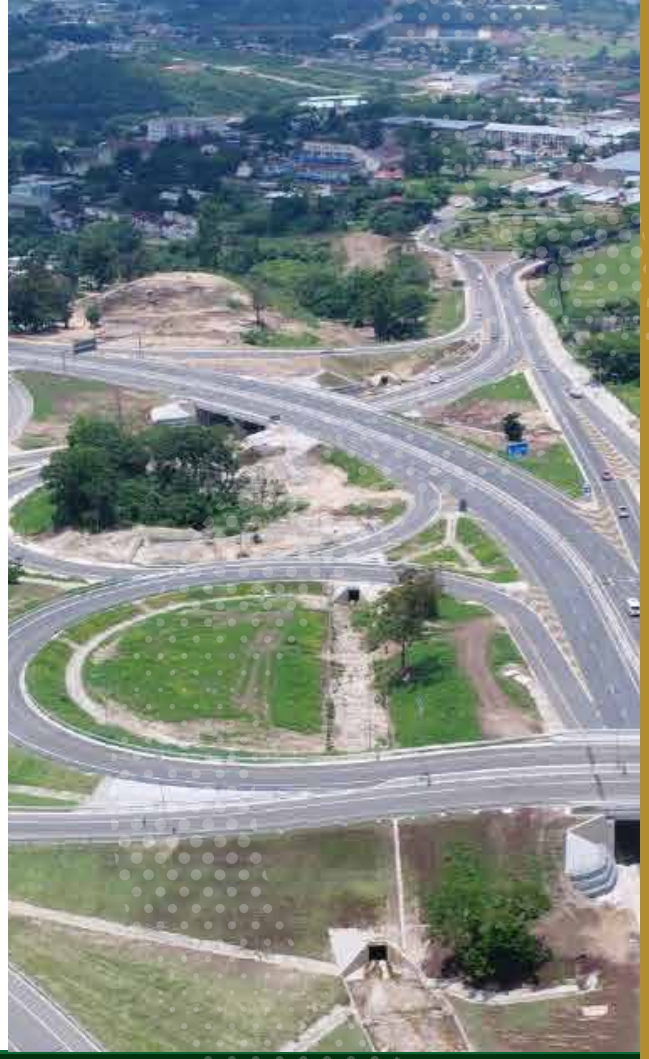
MUNICIPAL COUNCIL OF MANZINI

GENERAL INCOME AND EXPENDITURE ACCOUNT SUMMARY

for the year ended 31 March 2023 (Continued)

	2023 E	2022 E		2023 E	2022 E
EXPENDITURE			**REVENUE**		
			OTHER REVENUE		
			(Continued)		
			Public transport permits	**59 388**	57 168
			ANC 1st visit	**160**	3 700
			ANC revisit	**16 390**	29 850
			Child welfare & revisit	**140**	1 060
			Family Planning	**4 300**	3 860
			Curative	**387 390**	402 021
			Flea Market	**295 096**	69 270
			Laboratory	**14 915**	4 590
			Uniform deductions	**-**	100
			Bad debts recoveries	**-**	-
			Interest on loans	**16 220**	
			Roads patching	**15180**	
			Grass Cutting Fees	**-**	100
			Mkhosi Township	**-**	-
			Vacuum Tanker	**48 040**	63 635
			ENT	**70**	1 220
			Trade Hub Mngt fee	**-**	437 135
Total Expenditure	**88 106 512**	90 468 384	**Total Revenue**	**89 609 921**	89 661 118
Surplus for the year	**1 503 409**	-	**Deficit for the year**	**-**	807 266
	89 609 921	90 468 384		**89 609 921**	90 468 384

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



An ISO 9001:2015
Certified Municipality

2022/2023 ANNUAL REPORT

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