



**planning, monitoring
& evaluation**

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FRONTLINE SERVICE DELIVERY MONITORING REPORT

ON THE RESTORATION OF SERVICE DELIVERY INITIATIVES IN MULAMULA VILLAGE IN LIMPOPO PROVINCE

04 JUNE 2018

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LIST OF ABBREVIATIONS AND ACRONYMS

DPME	Department of Planning, Monitoring and Evaluation
OTP	Office of the Premier
FSDM	Frontline Service Delivery Monitoring
M&E	Monitoring and Evaluation
MEC	Member of the Executive Council
CCLM	Collins Chabane Local Municipality
VDM	Vhembe District Municipality
RAL	Road Agency Limpopo
LDoE	Limpopo Department of Education
DHET	Department of Higher Education and Training
TVET	Technical and Vocation Education and Training
DSAC	Department of Sports, Arts and Culture
SAPS	South African Police Service
CPF	Community Policing Forum
IDT	Independent Development Trust
NECT	National Education Collaboration Trust

1. EXECUTIVE SUMMARY

- 1.1. Limpopo Province is divided into five (5) district municipalities which are Capricorn, Mopani, Sekhukhune, Waterberg and Vhembe. The district municipalities are in turn divided into 25 local municipalities. Part of the land in the province is under Traditional Authorities and as such, the communities there do not have much development in terms of infrastructure tarred roads and other services that are required by the communities.
- 1.2. Mulamula is a village that is situated under Collins Chabane Local Municipality within the Vhembe District Municipality. Most areas in Mulamula are under tribal authorities.
- 1.3. Communication between the Tribal Authority and the local municipality was not good and that resulted in service delivery issues not to be properly addressed.
- 1.4. The construction of a library will start around August 2018 in Dumela village as funds are available and IDT has been appointed as the implementing agent.
- 1.5. Most parts of Mulamula and surrounding areas have been electrified and that include all schools, clinics and other crucial service delivery points.
- 1.6. The Tribal Authority has not received any feedback from Road Agency Limpopo about the construction of the road between Mphambu and Mdabula. The shortage of water is a huge challenge in the area. Water is rationalized within villages so that it can be accessible.
- 1.7. DPME and Limpopo Office of the Premier will have an improvement plan that will be used to monitor the implementation of commitments made by various government departments and state entities on the provisioning of services in Mulamula and surrounding areas.

2. INTRODUCTION

2.1. Purpose of the report

2.1.1. Purpose of this report is to highlight areas that will be looked into in terms of monitoring initiatives aimed at addressing the implementation and monitoring of service delivery commitments made by provincial departments and state entities.

2.2. Limpopo province is bordering Botswana, Zimbabwe and Mozambique and the province has 125 754 land area in square kilometers. The population of the province is over 5 726 800 million. Limpopo Province is divided into five (5) district municipalities which are Capricorn, Mopani, Sekhukhune, Waterberg and Vhembe. The district municipalities are in turn divided into 25 local municipalities. Part of the land in the province is under Traditional Authorities and as such, the communities there do not have much development in terms of infrastructure tarred roads and other services that are required by the communities.

2.3. Mulamula is a village that is situated under Collins Chabane Local Municipality within the Vhembe District Municipality. Most areas in Mulamula are under tribal authorities.

2.4. The Mulamula Traditional Council has written several letters to the Office of the former Minister in the Presidency, responsible for Planning, monitoring and Evaluation, Honourable J.T. Radebe in which they complaint about lack of service delivery within their area. The complaints were around the following issues:

- i. Improved relationship between Malamula Traditional Council and Thulamela Local Municipality
- ii. Construction of a Library in the area.
- iii. Construction of a satellite TVET College
- iv. Construction of D3640 road that runs between Mphambo and Mdabula.

- 2.5. The Honourable Minister did intervene towards the resolution of these service delivery complaints through the urgent and crucial meeting which was convened by the Department of Planning, Monitoring and Evaluation on the 11th May 2016 at the Mulamula Traditional Council offices.

3. **SERVICE DELIVERY CONCERNS IN MULAMULA AREA**

3.1. **Report from Mulamula Traditional and Royal Council**

- 3.1.1. The Mulamula Traditional and Royal Council reported that the construction of a library in their areas was supposed to have started in April 2018 and the project has not started. They acknowledged that the Department of Sports, Arts and Culture is constantly engaging them on the matter. The department has been informed that the name of the library should change from Dumela library to Thomas Hasani Mulamula library.
- 3.1.2. Mulamula Traditional and Royal Council mentioned that they received an approval for a satellite TVET College to be built in their area. They indicate that the Department of Higher Education and Training is not addressing this matter. School principals in the area reported that the DHET is not assisting learners with career guidance and request the department of intervene and assist.
- 3.1.3. Schools reported that they do not have infrastructure and school furniture. Request the LDoE to intervene and assist in this regard.
- 3.1.4. Mulamula Traditional and Royal Council reported that Road Agency Limpopo is not providing feedback to the council about the construction of the road (D3640) between Mphambu and Mdabula.
- 3.1.5. The traditional council requested assistance with the construction of a clinic in the area. The council indicated that the national and provincial departments of health

were in discussion on the matter. The department of Health was not present at the meeting to provide feedback regarding this request.

3.1.6. A satellite police station is currently under construction in the area. There is a request for an Apollo high mast light to be erected next to the police station. Mulamula Traditional and Royal Council forwarded a letter to Collins Chabane Local Municipality in relation to their by-laws that needs to be effected into law within Mulamula. Feedback received from the municipality was that by-laws were not required as SAPS and CPF can assist in the reduction of crime in the area.

3.1.7. Water is a huge challenge in the area and there is a bulk water supply pipe in the area that is not used to provide water to communities. Mahlefunye Primary School does not have access to water and learners are adversely affected. It was reported that some school tried to get water and drilling was done about three time and no water was available.

4. FEEDBACK FROM PROVINCIAL DEPARTMENTS AND STATE ENTITIES

4.1. Collins Chabane Local Municipality

4.1.1. The municipality indicated that they received the letter written to them regarding the traditional council By-Laws and the Municipality thought inputs and co-signatures were not required from them and the Chief's signature was already appended to the letter. Legal section looked at the by-laws issue and responded as indicated in the letter. A decision was taken that both parties to meet and address all issues around the letter. MM will follow up the issue of Mahlafunye school and intervene. Meeting is proposed for 15 June 2018 to finalize the process of by-laws.

4.2. Vhembe District Municipality

- 4.2.1. Water is a serious concern and a huge challenge within Mulamula and surrounding areas. Some villages have water while others do not have access to water for 24 hours daily. It has been identified that illegal water connections play a major role in the shortage of water in the area and communities are urged to report those who do illegal connection to the police and tribal authorities.
- 4.2.2. Water has been rationalized so that all villages can share based on the available resources. Arrangements have been made for communities to access water. Villages of Xihosana, Mukhomi, Xigamani, Dumela, Muswane access water on Monday to Friday from 08:00 to 20:00. Villages of Dumela and Nhombelani access water on Thursday to Monday from 08:00 to 20:00.
- 4.2.3. In 2010 some villages were connected to the Nandoni dam. The Department of Water and Sanitation is busy with a project of connecting a bulk water pipe line that will run between Malamulele to Giyani and this project will assist to alleviate the shortage of water in the affected areas. This project is implemented by Lepelle Northern Water. Boreholes are used in some areas.
- 4.2.4. The district municipality reported that most pipes in the system are old and at times it is difficult to repair. There was a huge concern that Mahlafunye primary school does not have access to water and the district was advised that there is an abandoned pipe near the school that can be used to connect water to the school. The matter will receive urgent attention. A technical report on the water reticulation plan was provided as it was requested by some stakeholders.

4.3. Department of Sports, Arts and Culture

- 4.3.1. The department confirmed that the building of a library has been approved and funds are available. The project was supposed to start in April 2018 but delayed due to feasibility studies done to include technology in the library. A tender for the project will be advertised in mid-June 2018 and the construction will start around August 2018. IDT has been appointed as an implementing agent to facilitate the construction within the 2017/2018 financial year.

4.4. Department of Higher Education and Training

- 4.4.1. DHET has good relations with the traditional council and that led to the establishment of Tshingwezi TVET College. Mulamula area will not have an additional satellite campus. An assessment was made by DHET and it was confirmed that there are three campuses in the area and they are Vhembe, Tshingwezi and Sibasa TVET Colleges.
- 4.4.2. Career guidance will be done with all learners in the area at one venue that will be secured by school principals. Logistics will be done by principals and dates will be communicated with the department. DHET will ensure that all stakeholders are available and they will include the University of Venda, University of Limpopo, Tshwane University of Technology, UNISA and TVET Colleges.
- 4.4.3. Limpopo Department of Education was not represented in the meeting. Mulamula Traditional and Royal Council and school principals will have to make follow up with the department through proper channels in order to get assistance from the department in relation to school infrastructure and furniture.

4.5. Department of Energy and Eskom

- 4.5.1. Vhembe District Municipality has 40 million available in the 2018/19 financial year to address electrification in the district. The department works according to the IDP. In three (3) years, Collins Chabane Local Municipality will receive R70 million for electricity. The department's national target to reach universal access is 2025. Collins Chabane Local Municipality is targeted to reach universal access in two (2) years from now.

4.6. Department of Health

- 4.6.1. DPME reported that the national and provincial departments of health were invited to make presentations and provide feedback in relation to the construction of the clinic in the area and no apology was received from them. Feedback was later received was that once the clinic is constructed, there are no funds for operating the clinic, including the remuneration of personnel and maintenance of equipment and facilities. A document was later received from the Regional Health Department indicating that Dumela village has been identified as an area where the clinic will be constructed once funds are available.

4.7. National Education Collaboration Trust (NECT)

- 4.7.1. A presentation was done by NECT. The institution indicated that they are an organization dedicated to strengthening partnerships within civil society and between civil society and government in order to achieve South Africa's national goals for basic education. They strive both to support and to influence the agenda for reform in education. The organization is based on the principle that collaboration and focused effort by important role players increases our power as a nation to secure the changes we urgently need to deliver good education to all our children.

5. CHALLENGES EXPERIENCED BY THE MULAMULA TRADITIONAL AND ROYAL COUNCIL

- 5.1. The relationship between the Traditional Authority and Collins Chabane Local Municipality was not good.
- 5.2. A lot of villages are adversely affected by the shortage of water in the area.
- 5.3. Roads are not in good conditions within the area and feedback could not be received from Road Agency Limpopo about the construction of roads in the area as RAL was not available to provide feedback.
- 5.4. A report from the National Department of Health is that a clinic cannot be constructed in the area due to lack of funds.
- 5.4. Some schools do not have infrastructure and furniture.

6. INTERVENTIONS TO ADDRESS CHALLENGES

- 6.1. Collins Chabane Local Municipality has opened their doors and requested to Tribal Authority to come to their office in relation to any service delivery and other issues that need to be addressed.
- 6.2. The Department of Planning, Monitoring and Evaluation will liaise with Road Agency Limpopo in order to solicit feedback about the construction of the road between Mphambu and Mdabula.

7. FINDINGS

- 7.1. Communication between the Tribal Authority and the local municipality was not good and that resulted in service delivery issues not to be properly addressed.

- 7.2. A satellite TVET campus will not be made available in the Mulamula area as the area already has three TVET institutions that are accessible to learners around their area.
- 7.3. The construction of a library will start around August 2018 in Dumela village as funds are available and IDT has been appointed as the implementing agent.
- 7.4. Most parts of Mulamula and surrounding areas have been electrified and that include all schools, clinics and other crucial service delivery points, the only outstanding parts are the extensions of the villages due to the growing population.
- 7.5. The Tribal Authority has not received any feedback from Road Agency Limpopo about the construction of the road between Mphambu and Mdabula.
- 7.6. The shortage of water is a huge challenge in the area. Water is rationalized within villages so that it can be accessible. Some villages are connected to Nandoni dam while bulk pipe lines will be used to connect villages and schools to water points.
- 7.7. DPME made a walk about to a sports field and a school in Dumela village and the following were observed:
 - i. Sports field: An area that is currently used as a soccer ground will be converted to a multi-purpose centre equipped with an indoor basketball court. The project has been funded by the Department of Sports, Arts and Culture.
 - ii. Mzamani Thomas Primary School: The school is relatively new and was opened in 28th September 2017 by the MEC of Education in Limpopo. It was noticed that the school does not have infrastructure and furniture especially in Grade R. The school's assembly area is not paved. The provincial Department of Education should assist in this regard.

8. CONCLUSION

- 8.1. Service delivery challenges in Mulamula and surrounding areas will be properly addressed once the relationship and communication between the Tribal Authority and Collins Chabane Local Municipality is improved. Villages are electrified and the main challenge are the shortage of water and construction of roads in the area. A library will be constructed during this financial year while the Department of Higher Education will assist learners with career guidance.

9. RECOMMENDATIONS

- 9.1. It is recommended that the relationship and communication between the Tribal Authority and Collins Chabane Local Municipality be improved in order for service delivery issues to be properly addressed.
- 9.2. It is recommended that Vhembe District Municipality speed up the process of ensuring that water is provided to all villages within Mulamula and surrounding areas.
- 9.3. It is recommended that the Department of Higher Education and Training conducts career guidance to learners as part of empowering them and preparing them for the future.
- 9.4. It is recommended that Limpopo Department of Basic Education provides assistance with furniture and paving of the assembly area at the new primary school in Dumela Village.
- 9.5. It is recommended that feedback be provided by RAL in terms of the construction of a road between Mphambu and Mdabula.