

Stakeholder Engagements: VIP Enquiries with the Office of the Executive Mayor, The MMC's Office and the Chairperson of the Board for the Year Ending 30 June 2017

JPC has attended to all client enquiries, including VIP queries from the Office of the Executive Mayor, Offices of the Speaker and the MMC and the Councillor Help Desk within the standard service level turnaround times. JPC also attended to all the matters arising from the Joint Operations Committees, regional visible service delivery meetings as well as councillor forums. The main areas requiring attention are the land strategy, land invasion, the maintenance of facilities and clarity on corporate building leases and tenant management.

Highlights for the period:

- JPC participated in ward councillor meetings where 38 IDP sessions were held during the fourth quarter, attended by regional managers, stakeholder consultants as well as EXCO and Extended EXCO members. This provided an opportunity for all JPC officials to understand the community and City's imperatives and to ensure that the provision of efficient service delivery is the standard objective in our day-to-day activities.
- Relationships were strengthened with Region F, including departments, entities, ward councillors and MMC Ngobeni, which has resulted in congratulations at SDJOC level.

- JPC commended the Petitions Committee for the quality of its reports and progress reports.
- Historical records from the Client Servicing Unit (CSU) and municipal portfolio were archived to enable effective decision making and to safeguard records.
- JPC promoted the drafting of the Inner City Informal Trading Implementation Plan.
- The development of Sales/Leasing and Development modules for PIMS was completed – testing and go-live were awaiting the availability of the lead departments.
- Tracking of reports developed on PIMS will be implemented with the go-live of Sales/Leasing and Development modules.
- Marketing Communications and a community-based organisation were launched at a stakeholder survey in June 2017, and the results will assist JPC in identifying areas raised by the community and clients.