



# **INFRASTRUCTURE & ENGINEERING DIRECTORAT**

**LAUNCH**

**WATER & SANITATION**

**SERVICE DELIVERY AMBASSADORS, WARD  
PLUMBERS AND ATTP PLUMBERS**

**Date: 15 July 2016**

**Time: 09:00**

**Dr. D. Jordaan  
Executive Mayor**

**Cllr. A. Mfunda  
Infra. Eng. & Energy  
Portfolio Chairperson**

# **1. SERVICE DELIVERY AMBASSADORS**

## **The purpose of Service Delivery Ambassadors**

As part of bringing service delivery to the people the metro introduced the concept of Service Delivery Ambassadors. The first phase was launched by the Executive Mayor on 15 December 2015. This phase consisted of 22 Wards of the 60 Ward in the Metro. Phase 1 of the programme was a resounding success with 20126 households being visited and 13876 complaints reported by the ambassadors. All the 13 876 complaints were actioned and attended to.

Phase 2 of the Service Delivery Ambassadors consists of extending this programme to the remaining 38 Wards which previously did not participate on the first phase. It is this second phase which is being launched as part of the continuation of the programme.

Ambassadors are employed in wards to be the eyes and ears of the Municipality. They are tasked to collect service delivery information from their respective wards and the information is processed and handed over to the Municipality for auctioning. The complaint collection is not only focused on water and sanitation, but all NMBM services.

## **Duties and Responsibility**

The services Ambassadors among others are responsible for creating awareness on the water services value chain.

- a) Undertake door to door visits, spend 10 minutes per household explaining the importance of water conservation, sanitation and hygiene, and hand-out pamphlets and service booklets;
- b) The service Delivery Ambassador will be required to verify and take a water meter reading. Have a good working knowledge of the contents of the awareness and education campaign and understand the message that must be conveyed to the community. They will need to have a grasp on water and sanitation matters.

- c) Undertake community based events at shopping centres or at communal focal points to explain water, sanitation and hygiene issues and to ensure that the message is understood. Assist in arranging and staging Imbizos for water services;
- d) Undertake pamphlet distribution at robots when required;
- e) Erect water and sanitation posters as and when required;
- f) Undertake Awareness and Education at all schools within the cluster. Liaise with portfolio teacher on Awareness and Education and set up water and sanitation committees;
- g) Liaise with Ward Councillors, Ward Committees, NMBM officials from Infrastructure & Engineering Directorate, Waste Management, Human settlements, Budget and Treasury, Communications and Constituency Office;
- h) Deal with water & sanitation and other service complaints received back from Consumers;
- i) Attend co-ordination meetings;
- j) Attend training sessions to understand the water and sanitation issues;
- k) Complete weekly summary forms of activities covered and of households visited.

The above information is conveyed to the ambassadors as part of the induction and training on the programme.

### **Identification of Service Delivery Ambassadors**

Each Water Ambassador will be equipped with protective clothing so that they can undertake their work and they are recognizable to the public.

### **Project cost**

The cost for the first phase was R 2.8 million.

Targeted number of ambassadors is 300 and as of the 15<sup>th</sup> of July 2016, only 140 participants had signed in contracts. These are who responded

to the communication and going forward further liaison with the various Ward Cllr offices will be done to forward additional names.

## **2. WARD PLUMBERS**

The project scope will entail the verification, capturing information and installation of missing meters in low cost houses. It is estimated that there are approximately 20 000 low cost houses without water meters in the metro.

Unmetered houses contribute to Non-Revenue Water and by this intervention the Municipality will reduce unaccounted for water and also mitigate loss of revenue.

### **Identification of Ward Plumber**

Each Ward plumber will be equipped with protective clothing so that they can undertake their work and are recognizable to the public.

### **Project cost**

The cost for this is anticipated to be R 2.5 million.

Targeted number of ambassadors is 300 and as at the 15<sup>th</sup> of July 2016, 114 plumbers has been inducted and signed in contracts for 5 Months. These are who responded to the communication and going forward further liaison with the various Ward Cllr offices will be done to forward additional names.

## **3. Assistance To The Poor (ATTP) ward plumbers**

The ATTP programme is a current running programme in the Water and Sanitation Sub directorate employing ward learner plumbers to fix internal water leaks in registered ATTP households. The programme targets internal water plumbing leaks in indigent households in all wards within the metro. The programmes currently employ 87 learner ward plumbers, who are engaged in fixing identified leaks and an additional 38 has been recruited to upscale the programme

The internal water leak repairs are targeted at indigent households in all the wards within Nelson Mandela Bay Municipality (NMBM). This is done in an effort to save water and reduce potential lost revenue. The scope of this project is limited to internal household water plumbing.



Toilet structure not in a good condition



New pipework and tap



New toilet cistern fitted



Cistern with syphon flushing device installed

The photos above are a typical before and after of the work of that is done by the ATTP plumbers.

## Project cost

The project is an on-going project with an annual budget of R 7 million

Additional 38 plumbers has been recruited

## Identification of ATTP Ward Plumber

Each Ward plumber must be equipped with protective clothing so that they can undertake their work and are recognizable to the public.

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