FINDING THE RIGHT MUNICIPAL OFFICIAL

When trying to engage with your municipality, it can be difficult to find the right official and to get the information you need. Here is an approach that has proven successful. This approach was used by residents of three informal settlements in Ekurhuleni Metropolitan Municipality, with support from Planact and the International Budget Partnership. The three communities had been struggling with serious sanitation issues for some time, when they decided they needed to find the correct person in the municipality, and engage with them in a constructive way about the specifics of their sanitation struggles.

City Support Programme in National Treasury = Dead end

We first connected with the Core Governance Lead in the City Support Programme (CSP), who had indicated that CSP could help us connect with officials in Ekurhuleni. He connected us with:
- the Strategic Support Manager in CSP also:
  - the interim Ekurhuleni Coordinator at the time, who subsequently passed us on to:
    - the new Ekurhuleni Coordinator

Due to various factors, none of these contacts were able to connect us directly with anyone in Ekurhuleni Metro. Upon realising this, we began trying other lines of entry into the municipality.

City of Cape Town = Dead end

We contacted the Manager of Performance Budget in the Finance Directorate in the City of Cape Town. She gave us:
- the name of the Divisional Head of Budget in the Ekurhuleni Finance Directorate, but she wasn’t able to put us in contact with him.

City of Cape Town → Ekurhuleni = Dead end

We contacted the Manager of Inter Services Liaison in the Finance Directorate in the City of Cape Town. He gave us:
- the Divisional Head of Internal Audit in the Finance Directorate in Ekurhuleni. She then passed us on to:
  - the Divisional Head of Governance and Compliance in the Ekurhuleni Water and Sanitation Department, who wasn’t willing to help us connect with other relevant officials in the department.

Ekurhuleni = Dead end

Having developed a good relationship with the relevant ward councillor, we requested that he set up a meeting with:
- the Divisional Head of Internal Audit in the Finance Directorate in Ekurhuleni.
- the Divisional Head of Governance and Compliance in the Ekurhuleni Water and Sanitation Department.

This meeting did not materialize.

National Treasury → Ekurhuleni = SUCCESS!

We contacted the Chief Director of the Local Government Budget Analysis Unit in National Treasury. He put us in touch with:
- the Unit official responsible for the municipalities in Gauteng. This official from National Treasury was able to put us in touch with:
  - the Divisional Head of Budget in the Ekurhuleni Finance Directorate. The Ekurhuleni Divisional Head of Budget put us in contact with:
    - two people.
      - FIRST: the Divisional Head of Supply Chain Management (SCM) in the Ekurhuleni Finance Directorate. Through the Secretary to the Divisional Head of SCM, we managed to set up a meeting with the Divisional Head himself. For various reasons the meeting was postponed a few times, and ultimately we met with a junior official in SCM. We didn’t take this line further.
      - SECOND: the Divisional Head of Budget in Ekurhuleni put us in touch with:
        - the Head of the Ekurhuleni Water and Sanitation Department. This Head of Department passed us on to:
          - the Divisional Head of Water Operations, and with the help of his Executive Secretary, we had various in-person meetings with the Divisional Head where we established that:

he was the correct official!

Through his subsequent engagements with the residents of the three relevant informal settlements in Ekurhuleni, this Divisional Head of Water Operations was able to address some of the sanitation issues faced by the community.

*We were not able to get the documents we needed directly from the Ekurhuleni Water and Sanitation Department, so we accessed them through a Manager in the Ekurhuleni Tender Office.*