

# TURNAROUND STRATEGY FOR SERVICE DELIVERY

Electrical Engineering Services

4/28/11

## **MISSION OF THE EMNAMBITHI ELECTRICAL ENGINEERING SERVICES:**

To provide an efficient, reliable, cost-effective and good quality supply of electricity to its customers. Those being industrialists, commercial enterprises, other government departments and domestic users.

## **VISION OF THE EMNAMBITHI ELECTRICAL ENGINEERING SERVICES:**

Have all households in the KZ232 Municipal area supplied with electricity or an alternative energy source by 2012.

Maintain and improve the quality of supply and reliability of the electricity supply to existing customers.

4/28/11

## **BACKGROUND:**

- 1.** The call for improved service delivery by communities as witnessed more recently in the news and media.
- 2.** The initiative taken by the Department of Local Government and Traditional Affairs – KZN Provincial Government to influence municipalities to come up with a Turnaround Strategy by March 2010 to address the needs of these communities.

# ORGANISATIONAL STRUCTURE

**MUNICIPAL  
MANAGER**

**GOVERNANCE AND  
TRANSFORMATION**

**ECONOMIC  
DEVELOPMENT**

**ELECTRICAL  
ENGINEERING  
SERVICES**

**ENGINEERING  
SERVICES**

**CORPORATE  
SERVICES**

**DESIGN ,  
PLANNING  
AND  
PROJECTS**

**CUSTOMER  
SERVICES**

**OPERATIONS  
AND  
MAINTENANCE**

**SUPPORT  
SERVICES**

4/28/11

## **PURPOSE OF THIS PRESENTATION :**

To define ways in each section of the department, as outlined above, to improve service delivery to the communities of the KZ232 municipal area.

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