



## **INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO COMMITTEE**

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**1. ITEM NUMBER: IEDB 04/05/22**

**2. SUBJECT**

**CONFIRMATION OF THE MINUTES OF THE MEETING HELD ON 13 APRIL 2022**

*BEVESTIGING VAN DIE NOTULE VAN DIE VERGADERING GEHOU 13 APRIL 2022*

**UKUQINISEKISWA KWEMIZUZU YENTLANGANISO EYAYICHOTSHELWE NGOWE- IKOMITI yeMICIMBI yeSEBE LEZEMPILO 13 EKATSHAZIIMPUZI 2022**

**3. PURPOSE**

The minutes are submitted for consideration and confirmation.

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**ANNEXURE:**

**ANNEXURE A: MINUTES OF THE MEETING HELD ON 13 APRIL 2022**

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**MINUTES**

**OF THE INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO  
COMMITTEE OF THE CITY OF CAPE TOWN ON WEDNESDAY, 13 APRIL 2022  
AT 13H30**

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**PRESENT:****DEMOCRATIC ALLIANCE (DA)**

Cllr E Anstey (Chairperson)  
Cllr F Higham  
Cllr T Jackson  
Cllr A Kuhl  
Cllr E Langenhoven  
Cllr I McMahon  
Cllr D Nelson  
Cllr H Terblanche  
Cllr A van Zyl

**AFRICAN NATIONAL CONGRESS (ANC)**

Clr N Kopman  
Cllr T Nyamakazi  
Cllr S Thompson

**ECONOMIC FREEDOM FIGHTERS (EFF)**

Cllr L Mazwi (left at 15h00)

**GOOD**

Cllr P Marman (left at 14h30)

**CAPE COLOURED CONGRESS (CCC)**

Cllr M Manuel

**OFFICIALS PRESENT**

G Morgan	Acting Executive Director: Future Planning and Resilience
T Blake	Director: Revenue, Revenue
C Vizzi	Head: Enterprise and Supplier Development
B Morris	Manager: Innovation and Operational Effectiveness
G Martin	Coordinator: Motor Vehicle Registration, Revenue
T Siganda	Manager: Enterprise Development
Z Skenjana	Assistant Professional Officer: Business & Enterprise
M Joja-Johannes	Senior Project Manager,
A Ntlotwana	Secretary, Enterprise and Investment
H Links	Senior Professional Officer: Innovation

**EXECUTIVE COMMITTEE SERVICES:**

S Mabona  
J Cooper

**LEGAL SERVICES:**

S Pretorius (joined via Skype link)

**INTERPRETER:**

None

**PRESS:**

None

**PUBLIC:**

None

**IEDB 01/04/22      OPENING OF MEETING/MOMENT'S SILENCE**

The Chairperson, Cllr E Anstey, welcomed everybody present at the meeting, whereupon the meeting was opened with a moment of silence.

**IEDB 02/04/22      APOLOGIES/LEAVE OF ABSENCE**

**RESOLVED** that no applications for leave of absence was received from the Office of the Chief Whip.

**ACTION: J COOPER**

**IEDB 03/04/22      CHAIRPERSON'S ADDRESS**

A direct translation of the Chairperson's report follows hereunder:

“Good morning Councillors and officials, welcome back to another Portfolio Committee meeting and thank you for your agreement to the changing time of the Portfolio Committee meeting today, in order to allow the Executive Director to attend the Portfolio meeting.

A workshop was held on Monday, 11 April where new ideas were investigated and all the presentations will be forwarded to the members. The intention is to engage with various business partner forums to come forward with inputs and ideas and help us measure our performance better and it would be wise if Cllrs also attend these meetings.

Today's Agenda is rather shorter than last month so treat it as a warm up for getting into the long weekend mode. After two years of Covid-19 restrictions we all deserve this well-earned mini-break that we all desperately need.

Thank you.”

**RESOLVED** that the Chairperson's speech be noted.

**ACTION: J COOPER**

**IEDB 04/04/22 CONFIRMATION OF THE MINUTES OF THE MEETING HELD ON 9 MARCH 2022**

**RESOLVED** that the minutes of the Innovation and Ease of Doing Business Portfolio Committee meeting held on 9 March 2022, be confirmed.

**ACTION: J COOPER**

**IEDB 05/04/22 MATTERS RECEIVING ATTENTION**

**1. Presentation on the Overview of the Directorate (IEDB 04/02/22)**

- **RESOLVED** that a workshop on the collaboration platform was held on 11 April 2022 and that the matter be removed from the Matters Receiving Attention schedule;
- It be **NOTED** that the presentation on the City Awards will be dealt with during item IEDB 06/04/22;
- It be **NOTED** that the Ease of Doing Business Programme Report (Item IEDB 09/03/22) will be dealt with during item IEDB 07/04/22;
- **RESOLVED** that a workshop on the Corporate Scorecard was held on 11 April 2022 and that the matter be removed from the Matters Receiving Attention schedule.

**ACTION: B MORRIS; M PREGNOLATO; M JOJA-JOHANNES T BLAKE; C WALTERS; T SIGANDA**

**2. General Items (IEDB 11/02/22):**

- **RESOLVED** that a presentation on the Core Applications Review (CAR) program, be scheduled;

**ACTION: O NAIDOO; Z MANDLANA**

- **RESOLVED** that a workshop on the CRM: C3 notification system was held on 11 April 2022 and be removed from the Matters Receiving Attention schedule;

**ACTION: P NONGQONGQO; Z MANDLANA**

- **RESOLVED** that an Annual Workplan be made available to incorporate all new discussions, which will be tracked.

**ACTION: T SIGANDA**

**3. Presentation: update on the current motor vehicle registrations (MVR) systems & process**

**RESOLVED** that a six-month progress update on vehicle licensing be submitted to the Portfolio Committee.

**ACTION: T BLAKE**

**4. General Matters (IEDB 11/03/22)**

**RESOLVED** that:

- (a) the Line Department conduct a presentation on how specifications are written with the focus on business satisfaction;
- (b) information be provided in terms of the legislation that an ECD has to comply with in order to be registered;
- (c) the problem in the Revenue Department with regards to deceased estates be addressed;
- (d) zero rating the E-services platform and to have a toll free service delivery call centre be investigated;
- (e) a clear understanding on the operations of the different services within the Green Point precinct stadium be provided;
- (f) it be noted that residents who are blind are unable to punch in the key codes on pre-paid meters, and that the idea for Braille enabled prepaid electricity meter keypads be investigated.

**ACTION: T SIGANDA**

**IEDB 06/04/22**

**PRESENTATION: CITY AWARDS, INNOVATION AND EASE OF DOING BUSINESS - ORGANISATIONAL DEVELOPMENT**

Cllr Kuhl stated that she is of the opinion that staff members operate under very high stress levels, especially since the Covid-19 pandemic. She requested a presentation on the City Pulse with statistics on job satisfaction across the City.

Cllr Nelson queried what the public's input with regards to the City's awards are and proposed that the idea of a separate award be looked into, especially for those staff members who goes the extra mile, as staff needs to be recognised.

M Pregnolato responded that the City invest a lot in the City Pulse as a formal way of understanding job satisfaction and that the biggest response was a concern around the recognition award, as there is a lot of confusion around it, which is allocated per Directorate and per Department. There are numerous other types of recognitions as well. Team nominations are also made use of as encouragement.

Cllr Terblanche suggested to change the word “complaint” to “compliment” to perhaps initiate a change in the way of thinking.

Cllr van Zyl also suggested having a “smiling face” application which could be an instant gratification for a job well done.

**RESOLVED** that:

- (a) the presentation on the City Awards, Innovation and Ease of Doing Business (organisational development) be noted.
- (b) a presentation on the City Pulse with statistics on job satisfaction be made available to the committee

**ACTION: M PREGNOLATO**

**IEDB 07/04/22**

**EASE OF DOING BUSINESS PROGRAMME REPORT**

T Blake gave a presentation on the registration of property.

Cllr Kuhl stated that property owners are complaining that the compliant certificates are not regulated as additional property inspections are carried out, leading to different quotations. She further queried whether enough resources are allocated to the automation process to deal with the sheer influx of properties.

Cllr McMahon asked whether the nine property selling steps were looked at compared to the other countries.

A van Zyl requested a copy of the presentation, especially the rate clearance action plan.

Cllr Anstey queried whether an escalation process had been put in place, should a rate clearance problem arise.

T Blake responded that the regulation of compliant certificates will be investigated, that enough resources are allocated to the automation process and that staff are also rotated on a regular basis. He added that the nine steps are out of the Department’s control and that the other countries work on a different property selling system. An escalation process had been put in place and interaction will be with the conveyancer, not with the public.

C Walters gave a presentation on the construction permits.

Cllr Anstey queried whether a specific staff member would be allocated to deal with specific enquiries via a one call number for the info hub. He further asked who would be developing the City application.

C Walters responded that the Corporate call centre would be the first point of contact and that challenging questions would be escalated. The info hub will form part of the City’s call centre number. The City developed an application for load shedding and the Department is in the process of linking this application to alert residents when there is a development in their area, if they are registered on the application.

G Morgan added that the application was developed by the Energy Department and not Corporate communications. There is a Mayoral priority on a City application and the draft IDP participation is an application on a City application. A contract had been secured on the load shedding application and it will come live on 01 July 2022, thereafter the overarching City application will be developed, which will include billing information, etc.

Cllr McMahon asked if there would be a specification workshop in order to discuss broader ideas around what could be included in the application.

G Morgan responded that a combined workshop will be scheduled, together with the Future Planning and Resilience Portfolio Committee in order to discuss the ideas around the application.

Cllr van Zyl queried whether it is possible to extract information based on the Committee's need. She further queried whether the development cost is only raised with the CFO and asked about the recruitment and selection problem which the Department had experienced. Cllr van Zyl also queried whether the alignment of the Department's system is aligned with the other systems within the City as not all systems in the City speaks to each other.

Cllr McMahon stated that there are huge delays in the demolition process and asked whether it is covered by the Department, as it seem to be a huge red tape process.

C Walters responded that the development cost will be raised with the new Mayco member and the new Executive Director. She added that there is a shortage of building inspectors and there is only one Human Resources representative assisting the Department with recruitment and selection processes. She stated that problem buildings does not fall within the Department and that people need to have a demolish permit in order to demolish a building.

Cllr Anstey enquired whether workshops are run for the various practitioners in order to familiarise themselves with the City's processes. He further queried when last the Department engaged with the development community, for instance architects, to receive input on problems which can be resolved and how often staff are being rotated.

C Walters responded that customer centric workshops could be improved.

I Jefferies gave a presentation on providing electricity to customers within the Metropolitan boundary area.

Cllr Terblanche pointed out that the idea for Braille enabled prepaid electricity meter keypads should be implemented on meters, in order to assist residents who are blind.

Cllr van Zyl requested that the documentation forwarded to the committee be legible.

Cllr Anstey requested more information in terms of the energy hub.

I Jefferies responded that the issue regarding the Braille enabled prepaid electricity meter keypads will be taken up with the metering Department, as they

write up the specifications. The current energy hub from Enterprise is being investigated to see how this could be utilized going forward.

T Siganda stated that the various Department's reformation plans are geared towards improving cost, time and complexities of doing business. He added that the committee will be informed when the strategy interview workshop with businesses will be scheduled.

**RESOLVED** that:

- (a) the Ease of Doing Business programme report be noted;
- (b) a combined workshop, together with the Future Planning and Resilience Portfolio Committee be arranged to discuss the overarching City application, which will be developed.

**ACTION: T BLAKE; C WALTERS; L ENCONTRE; I JEFFERIES;  
M JOJA-JOHANNES**

**IEDB 08/04/22**

**PERFORMANCE REPORT FOR THE BUSINESS HUB SERVICE FOR  
PERIOD 1 JANUARY 2021 TO 31 DECEMBER 2021 (CALENDAR  
YEAR)**

Cllr Terblanche stated that there was a decline in e-mails and that there was a significant drop in the walk-ins.

Cllr Nelson queried whether there are any good news stories on how the business hub helped small businesses and how the business hub success is measured.

Cllr Higham asked how many webinars are being offered and who are able to attend.

C Vizzi responded that the information provided was during the Covid-19 pandemic when the walk-in centre in the Strand concourse was closed, but that the telephone, e-mail and webmail enquiries increased. He added that the good news stories are linked to the programs and that monitoring and evaluation is being done with clients.

Cllr Anstey questioned how the general public are informed of the webinars and how is it advertised to places like Guguletu, Nyanga and Khayelitsha.

C Vizzi responded that the Revenue Services were made use of for information and approximately 5000 – 6000 businesses across industrial areas were contacted. He added that about 10 000 vendors of the City were contacted, and that press releases were also made use of. He also stated that Smart Cape systems were made available to assist clients.

**ACTION: C VIZZI; R SPARKS**

**IEDB 09/04/22      NEW TERM OF OFFICE: DRAFT 2022-2027 INTEGRATED DEVELOPMENT PLAN (IDP)**

**RESOLVED** that:

- (a) the New Term of Office: Draft 2022-2027 Integrated Development Plan (IDP) report be noted;
- (b) the Portfolio Committee provide comments on the draft 2022 -2027 IDP before 22 April 2022.

**ACTION: K SIMPSON**

**IEDB 10/04/22      GENERAL INNOVATION AND EASE OF DOING BUSINESS MATTERS:**

**RESOLVED** that:

- (a) Smart City of Stellenbosch be invited to the next meeting to conduct a presentation on their application;
- (b) P Reddy: Director : Communications, Communications be invited to the next meeting to explain how the City manages the social media platforms and emergency platforms;
- (c) the Agenda be attached to the Portfolio Committee invite;
- (d) documentation received by the Portfolio is legible;
- (e) a list of complaints, received from residents of every Department be made available in order for the committee to work on the problem areas;
- (f) presentations be limited and that time slots be allocated to presenters.

**ACTION: T SIGANDA**

**THE MEETING CONCLUDED AT 17:10**

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**CLLR E ANSTEY (CHAIRPERSON)**

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**DATE**