

## COMMUNICATION UNIT AUDIT AND PERFORMANCE COMMITTEE RESOLUTION UPDATE

RECOMMENDATIONS	ACCOUNTABLE EXECUTIVE	IMPLEMENTATION STATUS	COMMENTS	TIME FRAME
The committee advised management to consider the use of intranet to circulate induction programme to all employees .	Human Resources Manager	Not implemented	The Induction programme and documentation has not been sent to the communication Unit to circulate it to all employees	31 March 2024
The committee advised management to that the Fraud Hotline should be published in all municipal platforms	Risk Manager	Implemented	The Communication Unit has been furnished with the Fraud hotline and it will be published on the municipal website, external newsletter , social media platforms , local newspapers, and radio stations .	31 March 2024

## Internal Audit Action Log update

Finding	Action Plan	Implementation Status	Accountable Executive	Challenges / Root Cause	Time Frame
<b>Communication Unit reporting deficiency</b>	Monthly reports on the operations and challenges will be submitted to the Office of the Municipal Manager	Not implemented	Manager Communications	The Communication Unit was not submitting monthly reports to the office of the Municipal Manager.	31 March 2024
<b>Reviewal of Batho Pele Committee Procedure Manual</b>	Batho Pele Committee procedure manual has been revised.	Not Implemented	Manager Communications	Department of Cooperative Governance & Traditional affairs advised the municipality to review the turn around time for complaints . The revised procedure manual was submitted to the office of the MM for comments and once approved it will be tabled in council for approval.	31 March 2024
<b>Outdated and limited information on municipal website</b>	Directorates will be requested to submit information to the communication on monthly basis to enable the unit to timeously update the website with new information .	Not implemented	Manager Communications	Directorates are not submitting information timeously to enable the Communication Unit to update the website with new information. In December 2023, a request was sent to all directorates and to date , only one Unit has submitted the information.	31 March 2024
<b>Failure to implement approved language resolution</b>	The municipal should recruit experienced and qualified language practitioners to translate documents from English to African languages , namely Xitsonga , Sepedi and Siswati.	Not implemented	Manager Communications	All municipal documents are written in English . This is even though council has approved a language policy which advocate the use of African Languages in municipal documents .	31 June 2024

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