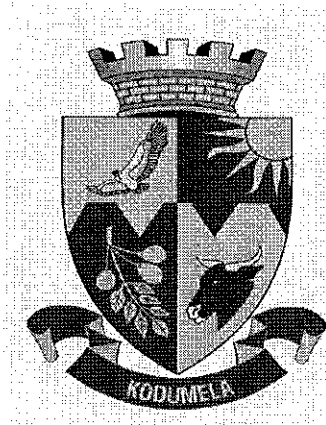


PERFORMANCE PLAN FOR MANAGER COMMUNITY SERVICES

Blouberg Municipality



VISION

A participatory municipality that turns prevailing challenges into opportunities for growth and development through optimal utilization of available resources

MISSION

To ensure delivery of quality services through community participation and creation of an enabling environment for economic growth and job creation

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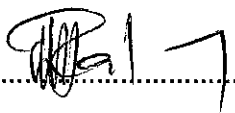
1. TABLE OF ACRONYMS AND ABBREVIATIONS

AG	Auditor-General
ATR	Annual Training Report
B2B	Back to Basics
BSID	Basic Services and Infrastructure Development
BLM	Blouberg Local Municipality
CDM	Capricorn District Municipality
CWP	Community Works Programme
DMP	Disaster Management Plan
DoE	Department of Energy
DoHS	Department of Human Settlement
EDP	Economic Development & Planning Department
EMP	Environmental Management Plan
EPWP	Expanded Public Works Programme
FBW	Free Basic Water
FVM	Financial Viability and Management
FY	Financial Year
GGPP	Good Governance and Public Participation
GP	General Plan
HAST	HIV And AIDS STI and TB
IDP	Integrated Development Plan
IGR	Intergovernmental Relation
INST	Institutional
LED	Local Economic Development
mSCOA	Municipal Standard Chart of Accounts
MFMA	Municipal Finance Management Act, No. 56 of 2003
MIG	Municipal Infrastructure Grant
MM	Municipal Manager
MPAC	Municipal Public Account Committee
MTAS	Municipal Turn Around Strategy
MSIG	Municipal Systems Improvement Grant
MTOD	Municipal Transformation and Organisational Development
MW	Municipal Wide
N/A	Not applicable
OPEX	Operational Expenditure
PIA	Project Implementing Agent
PMS	Performance Management System
PMU	Project Management Unit
RA	Registering Authority
R & S	Roads and Storm Water division
SCM	Supply Chain Management
SLP	Social and Labour Plan
SDBIP	Service Delivery and Budget Implementation Plan
SG	General Plan
SPE	Spatial Planning and Environment
TBC	To be Confirmed
WAC	Ward AIDS Council
WSP	Workplace Skills Plan

2. APPROVAL OF PERFORMANCE PLAN 2018/19 FOR DIRECTOR COMMUNITY SERVICES

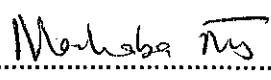
The 2018/19 Performance plan for Director Community Services has been duly signed and approved both the Director Community Services and the Municipal Manager of Blouberg Local Municipality as follows:

Signed by:

Director Community Services 

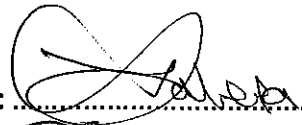
Mampa M.A

Date: 2018.....

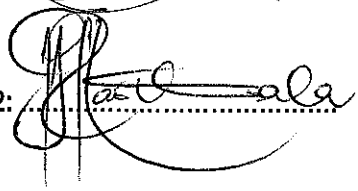
Municipal Manager of Blouberg Local Municipality: 

Machaba Junias

Date: 21-09-2018

Witness 1: 

Date: 21/09/2018

Witness 2: 

Date: 21/09/2018

3. INTRODUCTION AND BACKGROUND

After approval of IDP/Budget 2018/19, the Municipality has developed and approved the Service Delivery Budget Implementation Plan 2018/19 in terms of Section 539(1) (c) (ii) and 69(3). It is a plan that outlines how the Municipality will implement the IDP/Budget 2018/19 with clear monthly and quarterly targets.

It is based on the above important plans that Performance Plans for the Municipal Manager and Managers reporting to the Municipal manager are developed and signed.

4. INDIVIDUAL PERFORMANCE ASSESSMENTS

The individual performance assessments will be conducted in accordance Municipal Performance Framework. A panel will be constituted to conduct assessments.

5. AMENDMENTS TO THE PERFORMANCE PLAN

The performance plan will be amendment in line any revision of the SDBIP 2018/19.

In a case of any revision of the SDBIP that affects the performance plan, a revised version of the performance plan should developed and approved accordingly

INSTITUTIONAL TRANSFORMATION AND ORGANISATIONAL DEVELOPMENT													
BUILDING A CAPABLE AND DEVELOPMENTAL STATE													
ADMINISTRATIVE AND FINANCIAL CAPABILITY													
OUTCOME 9													
KPI No	PROJECT	PROJECT DETAILS		KEY PERFORMANCE INDICATOR	2017/18 BASELINE/ STATUS QUO	2018/19 ANNUAL TARGET/ PERFORMANCE INDICATOR	QUARTERLY PROJECTIONS				BUDGET	PORTFOLIO OF EVIDENCE	RESPONSIBILITY
		PROJECT DESCRIPTION	PROJECT OBJECTIVE				LOCATION	Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)			
MTOD 55	Licensing and registration of vehicles Management	Decentralization of licensing services	To ensure that registering authority transactions are provided at Eldorado and Alldays satellite offices.	BLM	Registering Authority services provided at Raweshi and Langlagte satellite offices.	Revenue generated through Registering Authority services at satellite offices	Engagement of the Department of Transport and open the registering authority transactions	Registering Authority transactions open and services provided to communities.	Reporting on revenue generated of the RA services.	Reporting on revenue generated out of the RA services.	OPEX	Reports on correspondences with the Department of Transport and revenue generated out of RA services.	Community services

INSTITUTIONAL TRANSFORMATION AND ORGANISATIONAL DEVELOPMENT														
BUILDING A CAPABLE AND DEVELOPMENTAL STATE														
ADMINISTRATIVE AND FINANCIAL CAPABILITY														
OUTCOME 9		PROJECT DETAILS			KEY PERFORMANCE INDICATOR	2017/18 BASELINE/ STATUS/ QUO	2018/19 ANNUAL TARGET/ PERFORMANCE INDICATOR	QUARTERLY PROJECTIONS				BUDGET	PORTFOLIO OF EVIDENCE	RESPONSIBILITY
KPI NO	PROJECT	PROJECT DESCRIPTION	PROJECT OBJECTIVE	LOCATION				Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)			
MTOD 57	Traffic Management	Implementation of the traffic management operational plan.	To ensure the provision of traffic services in an efficient, effective and economical manner.	BLM	To develop an operational plan for traffic management.	Approved action plan	11 monthly reports on the implementation of the operational plan.	3 monthly reports, which appeared before Portfolio committee.	2 monthly reports which appeared before Portfolio committee	3 monthly reports which appeared before Portfolio committee	3 monthly reports which appeared before Portfolio committee	OPEX	Action Plan and implementation reports.	Community Services
MTOD 58		Development of operational plan, distribute to relevant stakeholders	Promote safety and security	BLM	Number of joint operations conducted.	2017/18 traffic and licensing management operational plan	12 Joint operations	3 joint operation	3 joint operations	3 joint operations	3 joint operation	OPEX	Attendance registers Reports Pictures	Community Services

INSTITUTIONAL TRANSFORMATION AND ORGANISATIONAL DEVELOPMENT														
BUILDING CAPABLE AND DEVELOPMENTAL STATE														
ADMINISTRATIVE AND FINANCIAL CAPABILITY														
PROJECT DETAILS														
KPI No	PROJECT	PROJECT DESCRIPTION	PROJECT OBJECTIVE	LOCATION	KEY PERFORMANCE INDICATOR	2017/18 BASELINE STATUS QUO	2018/19 ANNUAL TARGET/ PERFORMANCE INDICATOR	QUARTERLY PROJECTIONS				BUDGET	PORTFOLIO OF EVIDENCE	RESPONSIBILITY
								Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)			
MITOD 59	Pound management	Resuscitate pound services	Ensure provision of pound services in an efficient, effective and economic manner.	BLM	Operationalization of pound	Existing pound operation plan.	Number of Reports on pounding of stray animals	Process plan implementation	Pounding of stray animals	Pounding of stray animals	Pounding of stray animals	R 60 000.00	Reports on impounding of stray animals	Community Services
MITOD 60	Public Safety Plan	Review of the Community Safety Plan	Ensure the safety of communities.	BLM	Implementation of Community Safety Plan.	Existing Community Safety Plan.	Reviewed Community Safety Plan	Reviewed Community Safety Plan	N/A	N/A	N/A	OPEX	Council approved Community Safety Plan.	Community Services

INSTITUTIONAL TRANSFORMATION AND ORGANISATIONAL DEVELOPMENT														
BUILDING A CAPABLE AND DEVELOPMENTAL STATE														
ADMINISTRATIVE AND FINANCIAL CAPABILITY														
PROJECT DETAILS					KEY PERFORMING INDICATOR	2017/18 BASELINE/ STATUS/ QUO	2018/19 ANNUAL TARGET/ PERFORMANCE INDICATOR	QUARTERLY PROJECTIONS				BUDGET	PORTFOLIO OF EVIDENCE	RESPON- SIBILITY
KPI NO	PROJECT	PROJECT DESCRIPTION	PROJECT OBJECTIVE	LOCATION				Q1 (Jul- Sep)	Q2 (Oct- Dec)	Q3 (Jan- Mar)	Q4 (Apr- Jun)			
MTOD 63	By-Laws	By-law enforcement	Ensure the health and safety of local communities.	BLM	Number of by-law enforcement operations conducted in Senwabarwana	Community Safety Plan	2 operations conducted	Preparatory meeting	Operation conducted within Senwabarwana town	De-briefing of the previous operation	Operation conducted.	OPEX	Records of operations conducted	Community Services
MTOD 65	Facilities Maintenance	Implementation of a facilities management plan	To ensure the implementation of a facilities management plan.	BLM	% implementation of Facilities management plan.		100% implementation of facility maintenance plan	100% implementation of facility maintenance plan	100% implementation of facility maintenance plan	100% implementation of facility maintenance plan	100% implementation of facility maintenance plan	R 400 000.00	Final approved plan.	Community services.

6.3. ECONOMIC DEVELOPMENT AND PLANNING

LOCAL ECONOMIC DEVELOPMENT														
KPA		EXPANSION OF THE ECONOMY AND MAKING GROWTH INCLUSIVE												
NDP		IMPLEMENTATION OF COMMUNITY WORKS PROGRAMME (OUTPUT 3)												
OUTCOME 9														
KPI No	PROJECT	PROJECT DETAILS		KEY PERFORMANCE INDICATOR	2017/18 BASELINE/STATUS QUO	2018/19 ANNUAL TARGET/PERFORMANCE INDICATOR	QUARTERLY PROJECTIONS				BUDGET	PORTFOLIO OF EVIDENCE	RESPONSIBILITY	
		PROJECT DESCRIPTION	PROJECT OBJECTIVE				LOCATION	Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)				Q4 (Apr-Jun)
LED2	Job Creation and coordination of job creation initiatives	Recruitment and coordination of participants	Ensure creation of job opportunities through EPWP	Number of Job opportunities Created and sustained through municipal EPWP by June 2018/19	250 EPWP job opportunities created in the 2017/18 FY	250 jobs created and sustained through EPWP project.	250 appointed EPWP	250 appointed EPWP sustained	250 appointed EPWP sustained	250 appointed EPWP sustained	R3 000 000	Register of beneficiaries.	Community services	
LED3	District EPWP Coordination	Coordination of Institutional EPWP	Reporting to the District about job opportunities	Number of job created	Municipal EPWP policy compliance	800	Report work opportunities to the district	Report work opportunities to the district	Report work opportunities to the district	Report work opportunities to the district	N/B	Reports	Community service	

KPA	LOCAL ECONOMIC DEVELOPMENT														
NDP	EXPANSION OF THE ECONOMY AND MAKING GROWTH INCLUSIVE														
OUTCOME9	IMPLEMENTATION OF COMMUNITY WORKS PROGRAMME (OUTPUT 3)														
PROJECT DETAILS					KEY PERFORMANCE INDICATOR	2017/18 BASELINE STATUS QUO	2018/19 ANNUAL TARGET/ PERFORMANCE INDICATOR	QUARTERLY PROJECTIONS				BUDGET	PORTFOLIO OF EVIDENCE	RESPONSIBILITY	
KPI No	PROJECT	PROJECT DESCRIPTION	PROJECT OBJECTIVE	LOCATION					Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)			
LED4	Blouberg RRR	Cooperative programme	Ensure establishment of Cooperatives	BLM	Number of cooperatives established	Integrated Waste Management Plan	2 Cooperative established with 05 youth	1 cooperative established and capacitated	1 cooperative established and capacitated	Monitoring and intervention	Monitoring and intervention		OPEX	Cooperative certificate and proof meetings or workshops	Community services

6.4. SPATIAL PLANNING AND ENVIRONMENT

SPATIAL AND ENVIRONMENT														
ACTIVE ENGAGEMENT OF CITIZENS IN THEIR OWN DEVELOPMENT														
ACTION SUPPORTIVE TO HUMAN SETTLEMENT (OUTPUT 1)														
KPI NO		PROJECT DETAILS			KEY PERFORMANCE INDICATOR	2017/18 BASELINE/ STATUS/ QUO	2018/19 ANNUAL TARGET/ PERFORMANCE INDICATOR	QUARTERLY PROJECTIONS				BUDGET	PORTFOLIO OF EVIDENCE	RESPONSIBILITY
		PROJECT DESCRIPTION	PROJECT OBJECTIVE	LOCATION				Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)			
SPE4	Climate Change	Reduction of carbon emissions through 2 tree planting projects		BLM	No of tree, planting and projects implemented.	SDF and EMP	2 tree planting projects implemented	1 tree planting project	1 tree planting project	Management of the projects and monthly reports	Management of the projects and monthly reports	R 100 000.00	Report and pictures	Community Services
SPE14	Environmental Education and Awareness		To educate communities on environmental issues		Number of Awareness campaigns conducted.	Approved Environmental Plan	12 awareness campaigns conducted	3 Awareness & Educational campaign.	3 Awareness & Educational campaign	3 Awareness & Educational campaign	3 Awareness & Educational campaign	OPEX	Minutes and attendance registers.	Community Services

KPA		SPATIAL AND ENVIRONMENT												
NDP		ACTIVE ENGAGEMENT OF CITIZENS IN THEIR OWN DEVELOPMENT												
OUTCOME 9		ACTIONS SUPPORTIVE TO HUMAN SETTLEMENT (OUTPUT 1)												
KPI No	PROJECT	PROJECT DETAILS			KEY PERFORMANCE INDICATOR	2017/18 BASELINE STATUS (Q1-Q4)	2018/19 ANNUAL TARGET/ PERFORMANCE INDICATOR	QUARTERLY PROJECTIONS				BUDGET	PORTFOLIO OF EVIDENCE	RESPONSIBILITY
		PROJECT DESCRIPTION	PROJECT OBJECTIVE	LOCATION				Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)			
SPE15		Management of Landfill sites	To ensure a proper management of Senwabarwana Land-fill site.		Senwabarwana landfill site operating in line with the required standards	Landfill site operated according to the licence	Properly managed landfill site	Conduct Landfill quarterly monitoring Committee and Monthly reports	Conduct Landfill quarterly monitoring Committee and Monthly Reports	Conduct Landfill quarterly monitoring Committee and Monthly reports	Conduct Landfill quarterly monitoring Committee and monthly reports		Available landfill site operational plan and monthly reports	Community Services

SPATIAL AND ENVIRONMENT														
ACTIVE ENGAGEMENT OF CITIZENS IN THEIR OWN DEVELOPMENT														
ACTION SUPPORTIVE TO HUMAN SETTLEMENT (OUTPUT 1)														
PROJECT DETAILS														
KPI No	PROJECT	PROJECT DESCRIPTION	PROJECT OBJECTIVE	LOCATION	KEY PERFORMANCE INDICATOR	2017/18 BASELINE/ STATUS QUO	2018/19 ANNUAL TARGET/ PERFORMANCE INDICATOR	QUARTERLY PROJECTIONS				BUDGET	PORTFOLIO OF EVIDENCE	RESPONSIBILITY
								Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)			
SPE16		Landfill water detection monitoring	To detect water Quality		Results of water monitoring from the laboratory	Landfill site water quality to be detected	Water Quality maintained	Water detection monitoring	Water Detection monitoring	Water detection monitoring	Water detection monitoring		Water Results	Community Services 8
SPE17		Internal and External landfill site audit report	To check landfill site compliance		External and Internal Senwabarwana landfill site report	Developed reports	Annual Reports			Development of External and Internal Audit Reports			Reports	Community Services

KPA	SPATIAL AND ENVIRONMENT													
NDP	ACTIVE ENGAGEMENT OF CITIZENS IN THEIR OWN DEVELOPMENT													
OUTCOME 9	ACTION-SUPPORTIVE TO HUMAN SETTLEMENT (OUTPUT 1)													
KPI No	PROJECT	PROJECT DETAILS			KEY PERFORMANCE INDICATOR	2017/18 BASELINE STATUS QUO	2018/19 ANNUAL TARGET/ PERFORMANCE INDICATOR	QUARTERLY PROJECTIONS				BUDGET	PORTFOLIO OF EVIDENCE	RESPONSIBILITY
		PROJECT DESCRIPTION	PROJECT OBJECTIVE	LOCATION				Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)			
SPE18		Management of a transfer station	To ensure a proper management of the Taalibosch Transfer station		Taalibosch transfer station operating in line with the required standards	Constructed Taalibosch transfer station	Properly managed landfill sites	Development of a transfer station operational plan	Monthly reports	Monitoring and monthly reports	Monitoring and monthly reports		Available landfill site operational plan and monthly reports	Community Services
SPE19	Implementation of an Integrated Waste Management Plan	Development of an action plan and implementation reports.	To ensure a safe and clean environment by implementing the IWMP	BLM	Number of reports with regard to implementation of an IWMP.	Approved IWMP	11 monthly reports on the implementation of the IWMP.	3 monthly reports which appeared before Portfolio committee	2 monthly reports which appeared before Portfolio committee	3 monthly reports which appeared before Portfolio committee	3 monthly reports which appeared before Portfolio	OPEX	Available transfer station operational plan and monthly reports	Community Services

SPATIAL AND ENVIRONMENT														
ACTIVE ENGAGEMENT OF CITIZENS IN THEIR OWN DEVELOPMENT														
ACTION SUPPORTIVE TO HUMAN SETTLEMENT (OUTPUT 1)														
PROJECT DETAILS					KEY PERFORMANCE INDICATOR	2017/18 BASELINE STATUS Q4	2018/19 ANNUAL TARGET/ PERFORMANCE INDICATOR	QUARTERLY PROJECTIONS				BUDGET	PORTFOLIO OF EVIDENCE	RESPONSIBILITY
KPI NO	PROJECT	PROJECT DESCRIPTION	PROJECT OBJECTIVE	LOCATION				Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)			
SPE20		Weekly waste collection service.	Number of households with access to waste removal services.		Number of households receiving weekly waste collection	Waste collection schedule	18544 households receiving weekly waste collection	Monthly collection reports	Monthly waste collection reports	Monthly waste collection reports.	Monthly waste collection reports.	OPEX	Action Plan and implementation reports.	Community Services
SPE21	Be taken out	Waste management expansion	Collection of waste in all households of Machaba and Eldorado.		Number of villages provided (extension) with waste management	Waste collected at 14 villages	Waste expanded to 2 places	N/A	N/A	Collection at Vivo and Kgobok anang villages	Monitoring of the programme	OPEX	Collection reports	Community Services.

KPA		SPATIAL AND ENVIRONMENT												
NDR		ACTIVE ENGAGEMENT OF CITIZENS IN THEIR OWN DEVELOPMENT												
OUTCOME 9		ACTION SUPPORTIVE TO HUMAN SETTLEMENT (OUTPUT-1)												
		PROJECT DETAILS			KEY PERFORMANCE INDICATOR	2017/18 BASELINE/ STATUS QUO	2018/19 ANNUAL TARGET/ PERFORMANCE INDICATOR	QUARTERLY PROJECTIONS				BUDGET CATEGORY	PORTFOLIO OF EVIDENCE	RESPONSIBILITY
KPI NO	PROJECT	PROJECT DESCRIPTION	PROJECT OBJECTIVE	LOCATION				Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)			
SPE22	Implementation of an Integrated Waste Management Plan	Development of an action plan and implementation reports.	To ensure a safe and clean environment by implementing the IWMP	BLM	Number of reports with regard to implementation of an IWMP.	Approved IWMP	11 monthly reports on the implementation of the IWMP.	3 monthly reports which appeared before Portfolio committee	2 monthly reports which appeared before Portfolio committee	3 monthly reports which appeared before Portfolio committee	3 monthly reports which appeared before Portfolio committee	OPEX	Collection reports	Community Services.

KPA		SPATIAL AND ENVIRONMENT												
NDP		ACTIVE ENGAGEMENT OF CITIZENS IN THEIR OWN DEVELOPMENT												
OUTCOME 9		ACTION SUPPORTIVE TO HUMAN SETTLEMENT (OUTPUT 1)												
		PROJECT DETAILS			KEY PERFORMANCE INDICATOR	2017/18 BASELINE/ STATUS QUO	2018/19 ANNUAL TARGET/ PERFORMANCE INDICATOR	QUARTERLY PROJECTIONS				BUDGET	PORTFOLIO OF EVIDENCE	RESPONSIBILITY
KPI No	PROJECT	PROJECT DESCRIPTION	PROJECT OBJECTIVE	LOCATION				Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)			
SPE23	Maintenance of recreational Parks and Cemeteries	Maintenance of municipal parks and cemeteries	To ensure a safe and clean environment by implementing the Environmental Management Plan (EMP)	BLM	Number of recreational parks maintained	New Indicator	Two recreational parks maintained	Development of maintenance plan	Implementation	Implementation	Implementation	OPEX	Action Plan and implementation reports.	Community Services
SPE24	Climate Change	Reduction of carbon Emissions through tree planting	To mitigate climate change		Number of trees planted	SDF and EMP	50 trees planted		Planting of trees	Maintenance of trees	Maintenance of trees		Report	Community services.

KPA	SPATIAL AND ENVIRONMENT													
NDP	ACTIVE ENGAGEMENT OF CITIZENS IN THEIR OWN DEVELOPMENT													
OUTCOME 9	ACTION SUPPORTIVE TO HUMAN SETTLEMENT (OUTPUT 1)													
LINKING	PROJECT	PROJECT DETAILS			KEY PERFORMANCE INDICATOR	2017/18 BASELINE/STATUS QUO	2018/19 ANNUAL TARGET/PERFORMANCE INDICATOR	QUARTERLY PROJECTIONS				BUDGET	PORTFOLIO OF EVIDENCE	RESPONSIBILITY
		PROJECT DESCRIPTION	PROJECT OBJECTIVE	LOCATION				Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)			
SPE25		Cemetery Management	To ensure user friendly graves identification		Number of Senwabarwana and Alldays graves numbered.	Available Senwabarwana and Alldays cemeteries.	All Senwabarwana graves numbered.	Development of a database for graves.	All graves numbered with numbered tokens.	Management and maintenance of the graves.	Management and maintenance of the graves.	R 60 000	Photos and register of numbered graves.	Community services.
SPE 26	Review of IWMP			BLM	% work done towards review of IWMP	New Indicator	Development of Designs for IWMP review.	N/A	N/A	N/A	Designs for IWMP review.	R30 000		Community Service

CORE MANAGERIAL COMPETENCY

CORE MANAGERIAL COMPETENCIES(GMC)	INDICATE CHOICE	WEIGHT	CURRENT LEVEL (1-5)	DESIRED LEVEL
Strategic Capability and Leadership		10		
Programme and Project Management		10		
Financial Management(compulsory)		20		
Change Management		10		
Knowledge Management		10		
Service Delivery Innovation		10		
Problem Solving and Analysis				
People and Diversity Management				
Client Orientation and Customer Focus(compulsory)		10		
Communication				
Accountability and Ethical Conduct				
People management and Empowerment (compulsory)		20		
Total:		100		