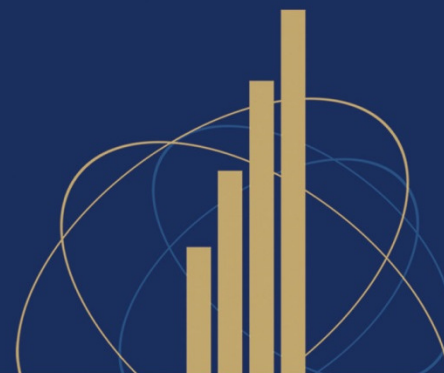




# WORDS OF ACKNOWLEDGMENT AND APPRECIATION



**CIGFARO**

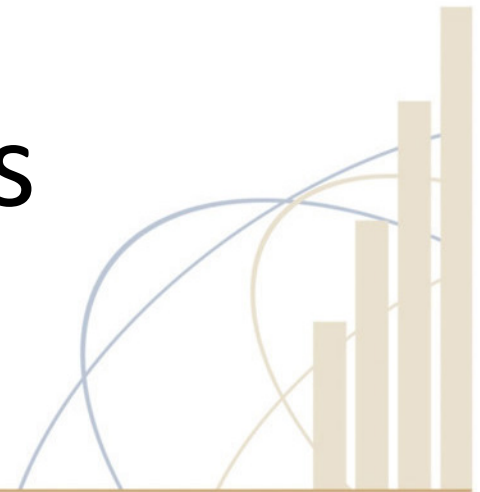
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# Greetings

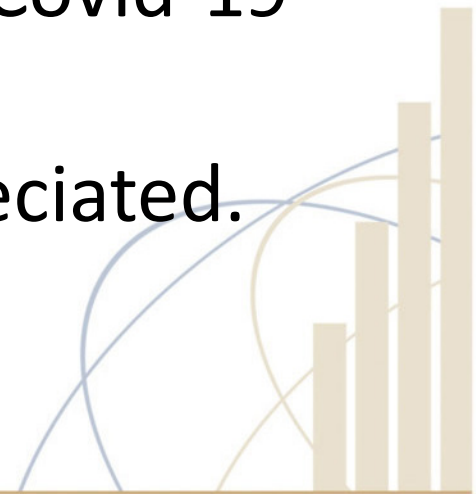
- Delegates,
- Speakers,
- Sponsors and
- Committee members



# Commitment



- CIGFARO would like to thank you for attending this seminar.
- Your presence and your support is highly appreciated.
- Currently there is a spike in the Covid-19 stats but you are here.
- Your commitment is really appreciated.



# Commitment

- This is the first face-to-face Eastern Cape event as you all know that Covid-19 disorganized the whole world
- We are promising to do better
- We will try to secure more sponsors and exhibitors
- Things will improve and get back to normal

## Revival of EC branch!



- Yesterday you sang a song which I would like us to adopt as our theme or slogan
- **Eastern Cape Ayilelanga!**
- **Eastern Cape is not asleep!**
- **Die Oos Kaap slaap nie!**

## Revival of EC branch!



- Your response or turnout shows that you have been longing for information sharing sessions like this.
- This is the beginning! We are in this together!
- CIGFARO is our professional body.
- Let's nurture and build it.
- Hence, we would like to attract more speakers (Administrators and Councilors) from home.
- EC municipalities challenges are not the same but similar. Therefore, we can learn from each other.

# Service Delivery Enhancement



- We all understand that information sharing is crucial for enhancing service delivery.
- We understand that we have a duty to create an environment with few to none service delivery protests.
- Therefore, we can achieve that by creating platforms where we regularly share information and experiences

# Service Delivery Beneficiaries

Performance of our municipalities and improvement of quality of Service delivery Beneficiaries depends on you.

- You wouldn't have come here if you were not aware of that
- You wouldn't have been here if you were not taking your employers seriously
- Who are your employers?
  - ❖ Your employers are Service Delivery beneficiaries

## ***Service delivery beneficiaries:***

Are municipal customers or municipal consumers or members of the municipal community (Ngxesha, 2020).



# Go well!

- The CIGFARO team really appreciates your support and presence.
- Please send us questions or topics you would like us to cover on our future programs
- email to [oceanm@cigfaro.co.za](mailto:oceanm@cigfaro.co.za) or [lindi@cigfaro.co.za](mailto:lindi@cigfaro.co.za)
- Without wasting your time let's go back to our municipalities and serve our employers
- Travel safe until we meet again



***THANK YOU VERY MUCH  
COLLEAGUES!!***

**Prepared by:  
Dr NC Ngxesha**



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