



NATIONAL SERVICE DELIVERY FORUM (NSDF)

MANGAUNG METROPOLITAN MUNICIPALITY 2026 LOCAL GOVERNMENT ELECTION MANIFESTO

Putting Service Delivery First – Restoring Dignity in Mangaung

“FROM PROTEST TO POWER — PUTTING SERVICE DELIVERY IN THE HANDS OF THE PEOPLE”

INTRODUCTION

The National Service Delivery Forum (NSDF) was formed by community activists, business leaders and residents committed to restoring dignity through effective service delivery. For years, communities across Botshabelo, Thaba Nchu, Bloemfontein and the greater Mangaung area have raised concerns about unemployment, failing infrastructure, water and sanitation problems, corruption, limited economic opportunities and government that does not respond adequately to residents.

NSDF has participated in marches, submitted memorandums, written letters and engaged government officials. The Forum now seeks to take the voice of communities into the council chamber and turn community concerns into measurable action. This manifesto brings together NSDF's political commitment, service-delivery priorities and community-development proposals in one programme.

1. CLEAN GOVERNANCE, ACCOUNTABILITY AND AN END TO POLITICAL INFIGHTING

1.1 Put service delivery ahead of factional battles. The municipality must focus on whether residents receive water, sanitation, electricity, safe roads and reliable services.

1.2 Support competent officials regardless of political affiliation and oppose appointments or deployment based on political loyalty rather than ability.

1.3 Apply consequence management to officials and contractors who fail to perform, approve irregular contracts or contribute to fruitless and wasteful expenditure, in accordance with the law and applicable procedures.

1.4 Publish municipal tenders online and hold quarterly public financial-accountability meetings. Promote appropriate lifestyle audits for senior officials and establish ward-based community oversight committees.

1.5 Establish a direct accountability channel between the Mayor's Office, municipal departments and community forums so that reported problems receive action and feedback rather than repeated excuses.

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1.6 Improve financial governance through a clean-audit drive, action on matters raised by the Auditor-General, better billing accuracy, reduced wasteful expenditure and effective use of conditional grants.

2. WATER, SANITATION AND SEWERAGE — THE FIRST SERVICE-DELIVERY PRIORITY

2.1 Conduct a full audit of water infrastructure within the first 90 days, including pipes, pump stations, reservoirs and related infrastructure.

2.2 Repair and replace ageing and leaking pipes and introduce pressure-management measures to reduce water losses. The manifesto sets a target of reducing reported water losses to below 20% within five years.

2.3 Establish a rapid-response maintenance unit and respond to reported sewer blockages and spillages within 24 hours, with progress communicated to affected residents.

2.4 Prioritise replacing the remaining bucket toilets with proper waterborne sanitation within the first 18 months in office, subject to infrastructure and funding requirements.

2.5 Secure reservoirs against theft, vandalism and contamination. Ring-fence water and sanitation budgets, monitor spending and ensure that available grant funding is used for its intended purpose and is not returned unspent where it can lawfully be spent.

3. ROADS, STORMWATER, STREETLIGHTS AND PUBLIC INFRASTRUCTURE

3.1 Introduce a ward-based pothole and road-maintenance programme. The manifesto proposes that reported potholes be attended to within seven days, with performance publicly monitored.

3.2 Repair water and sewer pipes before resurfacing roads wherever technically necessary, to reduce the risk of newly repaired roads being dug up again.

3.3 Improve stormwater drainage and maintain bridges and other public infrastructure to reduce flooding and protect residents, vehicles and businesses.

3.4 Upgrade and maintain streetlights across wards and publish information about road-maintenance budgets, projects and contractor performance.

3.5 Redirect underspent capital budgets, where lawful and feasible, towards township roads and other priority infrastructure. The source manifesto proposes paving 25 km of township roads.

4. ELECTRICITY AND CENTLEC RELIABILITY

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4.1 Improve maintenance of substations and transformers to reduce outages affecting households, businesses and schools.

4.2 Invest in smart metering and anti-theft measures to protect the electricity network, reduce losses and improve revenue collection.

4.3 Track electricity interruptions and maintenance through ward-based reporting and provide residents with clear information about reported faults and repair progress.

5. JOB CREATION AND INDUSTRIAL REVIVAL

5.1 Conduct an audit of municipal and strategically important industrial properties and facilities to establish ownership, reasons for closure, infrastructure needs, investment requirements, potential operators and likely job opportunities.

5.2 Work with viable factories, investors, businesses, labour and communities to support the reopening of closed or underused industrial facilities and launch a Mangaung industrial-revival programme.

5.3 Promote manufacturing and production opportunities in areas such as textiles, furniture, agro-processing, recycling, construction materials, food production, technology and automotive-related industries.

5.4 Attract investment and support businesses that create local jobs. Promote local recruitment for municipal projects where legally permissible, alongside apprenticeships, internships, learnerships and skills development linked to real employment opportunities.

5.5 Use youth public-works and environmental-monitor programmes to provide work experience, stipends and skills where these programmes are available and properly funded.

6. LOCAL ECONOMIC DEVELOPMENT AND SUPPORT FOR SMMEs

6.1 Expand opportunities for township and youth-owned businesses, women-owned enterprises, cooperatives, small contractors, informal traders, agricultural projects, local manufacturers, recycling enterprises and community-based organisations.

6.2 Make municipal business support easier to access through a one-stop support service providing information on permits, compliance, business registration, tenders, funding, market access, business plans, cooperative development, financial management and digital skills.

6.3 Simplify licensing and administrative processes where possible, and develop township container business parks and other practical trading spaces.

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6.4 Break suitable procurement opportunities into manageable packages where legally permitted, so that local SMMEs and cooperatives can compete fairly for cleaning, maintenance, security and other services.

6.5 Partner with TVET colleges and other training providers to connect training to the skills needed by local businesses and emerging industries.

7. REFUSE REMOVAL, WASTE MANAGEMENT AND ENVIRONMENTAL PROTECTION

7.1 Assess and repair broken-down refuse trucks as an urgent priority. Where municipal capacity is insufficient, consider reputable local SMMEs in line with procurement requirements.

7.2 Improve refuse-collection schedules and bring landfill sites into regulatory compliance to reduce health and environmental risks.

7.3 Prevent illegal dumping through community clean-up programmes, recycling, greening projects and fair enforcement against offenders.

7.4 Create opportunities for young people to work as environmental monitors, supporting education, reporting and enforcement against illegal dumping.

8. HOUSING, LAND, INFORMAL SETTLEMENTS AND TITLE DEEDS

8.1 Accelerate fair and transparent land release for residential development and improve access to housing opportunities.

8.2 Prioritise the upgrading of informal settlements and audit stalled housing projects to identify obstacles and corrective actions.

8.3 Promote title deeds for qualifying residents and publish clear, transparent beneficiary information, while protecting personal information and complying with applicable law.

8.4 Prevent political interference and favouritism in land and housing allocations. Access to land and housing must be based on fair and transparent processes, not political connections.

9. COMMUNITY PARTICIPATION AND ACCESSIBLE WARD SERVICES

9.1 Hold quarterly ward town-hall meetings and introduce participatory budgeting so residents can help identify priorities and monitor spending.

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9.2 Establish ward-based community advice and support offices or accessible service points where residents can get information and referrals on municipal complaints, housing, land, social services, business support, employment, skills programmes, documentation and community safety.

9.3 Introduce accessible digital and ward-based reporting systems for service failures. Reports should receive a reference number, a responsible official, a response deadline and feedback.

9.4 Require councillors to sign performance agreements, remain accessible, hold regular community meetings, follow up complaints, monitor service delivery and report progress to residents.

10. COMMUNITY SAFETY AND LAW ENFORCEMENT

10.1 Strengthen cooperation between municipal law enforcement, SAPS, community-policing structures, businesses and community organisations.

10.2 Support visible, professional and fair law enforcement against offences within the municipality's jurisdiction, including illegal dumping, vandalism and theft of municipal infrastructure.

10.3 Improve coordination with community patrols and ensure that enforcement is lawful and not selective.

11. YOUTH, WOMEN AND PEOPLE WITH DISABILITIES

11.1 Expand access to employment programmes, apprenticeships, entrepreneurship, digital opportunities, sports, recreation and cultural programmes for young people.

11.2 Promote meaningful economic opportunities for women, including support for women-owned businesses and cooperatives.

11.3 Include people with disabilities in municipal planning, employment and economic-development programmes.

12. COMMUNITY TRAINING AND SKILLS DEVELOPMENT

12.1 Advocate for accessible community training centres in Botshabelo, Thaba Nchu, Bloemfontein and other major communities in Mangaung.

12.2 Promote training in construction, plumbing, electrical work, welding, carpentry, sewing and textiles, information technology, agriculture, hospitality, catering, automotive skills, entrepreneurship, digital skills, renewable energy and environmental management.

12.3 Link training to actual opportunities and local economic needs. Training must equip people for work and enterprise, not simply provide certificates.

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13. FINANCIAL STABILITY AND FAIR SERVICE-PAYMENT REFORM

13.1 Improve billing accuracy and implement practical debt-recovery plans, including engagement with government departments that owe the municipality.

13.2 Offer realistic payment arrangements for households experiencing financial difficulty and strengthen the registration of qualifying indigent households so they can access available free basic services.

13.3 Reduce wasteful expenditure, strengthen financial controls and improve the planning and use of municipal budgets and conditional grants.

14. MEASURABLE PERFORMANCE AND ACCOUNTABILITY AFTER THE ELECTION

14.1 Translate this manifesto into measurable ward-level priorities, with responsible offices, timeframes and progress indicators.

14.2 Report regularly on what has been completed, what remains outstanding, the reasons for delays and the corrective action being taken.

14.3 Make service-delivery performance visible to residents through public reporting and ward meetings. The community must be able to judge NSDF representatives by their work and results.

15. COMMITMENT OF NSDF CANDIDATES AND REPRESENTATIVES

NSDF ward councillor candidates are presented as community representatives and servants, not people seeking positions for their own benefit. If elected, they must put the people first, remain accessible, act with integrity, follow up community concerns and account for their performance.

16. OUR PROMISE TO THE PEOPLE OF MANGAUNG

NSDF does not promise that every problem will disappear overnight. It commits to working, listening, accounting and fighting for communities, with service delivery as the priority. The programme focuses on restoring water and sanitation, improving roads and electricity, creating jobs, supporting local businesses, protecting public finances and making councillors accountable.

17. A CALL TO THE PEOPLE OF MANGAUNG

The local government election gives residents an opportunity to choose a different approach: practical service delivery, accountable government and local economic development. NSDF asks residents to support the Forum on the applicable ward and proportional-representation ballots, in accordance with the election rules.

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**FROM PROTEST TO POWER.
FROM COMPLAINTS TO SOLUTIONS.
FROM UNEMPLOYMENT TO OPPORTUNITY.
FROM NEGLECT TO SERVICE DELIVERY.**

**SERVICE FIRST. POLITICS LAST.
VOTE NATIONAL SERVICE DELIVERY FORUM (NSDF).**

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