



2024/25 ANNUAL REPORT



Discover Happiness



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OUR MUNICIPALITY



6 wards in Ezulwini are primarily residential



60%

Plots in Ezulwini are residential



47%

residential properties are in Ward 4.



7.3%

Ward 2 has the lowest percentage of residential properties



1,720 ha

Municipal area covers approximately 1,720 hectares and is situated within the Hhohho Region of Eswatini.



Ezulwini is strategically located between Mbabane and Manzini in the Ezulwini Valley, bordered by the Mdzimba and Lugogo Mountains, with rivers on the south and north sides



Established in the 1960s, Ezulwini is known for the Mlilwane Wildlife Sanctuary and the Royal Swazi Spa, serving as a tourism hub in Eswatini.



Declared as a Town Board in 1995 and upgraded to a Town Council in 2012, consisting of 6 wards mainly used for residential purposes



The Council comprises 8 Councillors, 6 elected from wards and 2 appointed, responsible for strategic oversight and service delivery in line with the Urban Government Act of 1969.



The Municipality has five departments reporting to the Chief Executive Officer, including Corporate Services, Public Health, Town Planning, Treasury, and Works & Maintenance, with an additional Social Services Department.



The Ezulwini Consensus, adopted by the African Union in 2005, focuses on Collective Security, Use of Force, and Institutional Reform, aiming for full African representation in the UN Security Council.



Financial Sustainability, Governance, and Infrastructure Development are key focus areas of the IDP.



The Council consists of 8 Councillors, with 6 elected and 2 appointed.



There are 5 departments in the Municipality, in addition to the Social Services Department.



The Ezulwini Consensus focuses on Collective Security, Use of Force, and Institutional Reform within the African Union.





Executive Committee,

BACKGROUND

Ezulwini is strategically located between the cities of Mbabane and Manzini within the Ezulwini Valley, flanked by the sacred Mdzimba Mountains to the east and the Lugogo Mountains to the west. Both these mountain ranges are of cultural significance to the nation which gives them cultural significance beyond the picturesque splendor that they carry. To the south, Ezulwini is bordered by the Lusushwana River, while the Mkhondolwane River lies to the north.

The allure of Ezulwini dates back to the 1960s, marked by the establishment of the Mlilwane Wildlife Sanctuary and the Royal Swazi Spa in 1964 and 1965, respectively. Known for its low-lying valleys and picturesque natural scenery, Ezulwini is often referred to as the tourism hub of the Kingdom of Eswatini.

In November 1995, Ezulwini was designated as a Town Board through Legal Notice No. 117 of 1995. Subsequently, in 2012, it was elevated

to the status of a Town Council, positioning it within the second or middle tier of the Urban Local Authority hierarchy in the Kingdom.

The Town comprises six wards, which serve as electoral sectors for the election of Councillors. All wards are interconnected by the main thoroughfare, the MR103, which is part of the historic Mbabane-Manzini main road. The predominant use of these wards is residential, accounting for just over 60% of the total number of plots. Ward 4 contains 47% of these residential properties, while Ward 2 has the lowest proportion at 7.3%. The commercial areas of Ezulwini are primarily situated along the MR103 corridor, with the northern node located at the intersection of the D36 and MR103. This node features three significant commercial centers: Corner Plaza, The Crescent, and Valley View, along with Bethel Court. The subsequent node is situated near the southern extremity of the Municipality and comprises The Gables and Galleria shopping centre, and the Happy Valley Hotel and Casino. The International

Convention Centre (ICC) and Five Star Hotel (FISH), which are currently under construction, are positioned along the southern boundary of Ward 1. It is anticipated that these two establishments will be operational in the later parts of the 2025/26 financial year.

The Council's business is outlined in the Integrated Development Plan (IDP). The focus areas of the IDP include:

- 1. Financial Sustainability**
- 2. Governance, Risk and Compliance**
- 3. Infrastructure Development and Improvement**
- 4. Local Economic Development**
- 5. Resource Mobilisation**

As mentioned later in this Report, the IDP serves not only as the strategic document for the Council but also as the catalyst for the delivery of Council services and projects. The work undertaken by the Municipality is predominantly guided by the IDP, thus a significant portion of the budget is allocated to the execution of this Plan.

Administration

The Municipality comprises five departments, all of which report to the Chief Executive Officer, in accordance with the Urban Government Act of 1969. The administration is tasked with the strategic leadership and management of the Municipality, maintaining good corporate governance, implementation of policies & procedures, and mobilizing appropriate resources to support the activities of the Local Authority. The five departments reporting to the Chief Executive

as the head of administration include:

1. Corporate Services Department
2. Public Health and Environment Department
3. Town Planning Department
4. Treasury Department, and
5. Works and Maintenance Department.

Additionally, the office of the Chief Executive houses the Social Services Department, which historically was responsible for implementing the HIV/AIDS strategy at the local government level.



Management and clerical staff

VISION, MISSION AND VALUES

The Ezulwini Town Council is a second tier Urban Government Authority based on the three tier Urban Government Authority hierarchy of the Kingdom of Eswatini. This hierarchy is based on the provision of the Urban Government Ac of 1969, with particular reference to Part XII.

Its Vision, Mission and Values are set-up as part of the Integrated Development Plan development process. These are important providing direction, purpose, and stakeholder alignment.



To improve the quality of life of the Ezulwini community through the provision of efficient services and infrastructure responsive to their needs

MISSION



To provide high quality residential, corporate, tourism friendly and green environment

VISION



- Respect
- Accountability
- Professional
- Commitment

VALUES

THE VALUES



Respect



Accountability



Professional



Commitment



Public Health and Environment

The Municipality is mandated to protect and enhance the quality of life for the public and the community by continually improving the environment in which they live (SDG 15). This is achieved through the delivery of key services...

[□ read more on page 28](#)



COUNCILLORS 2023/24



Cllr Refiloe Mamogobo

Chairperson

Cllr. Mamogobo was appointed as a Councillor by the Honourable Minister of Housing and Urban Development as a representative of Ward 5. She holds a CBMBA from Bangor University (UK), an LLB (UNISWA), and a BA in Law (UNISWA).



Cllr Comfort Hlophe

Council Vice Chairperson

Cllr. Hlophe is an elected member of the Council representing Ward 4. Cllr Hlophe serves in Council as the Council's Vice Chairperson, as elected by councillors. He holds a National Certificate in Electrical Engineering from Mlumati Technical Institute (Ehlandzeni TVET) RSA. Cllr Hlophe is a Managing Director of Comzac Investments which specialises in IT, Networking, Multifunctional Copiers, Printers and Computers. Cllr. Hlophe is also the Bhabhabha Investment Director, which deals with the Trucking Business and Property Business in Eswatini and RSA.



Cllr Darron Raw

Cllr. Raw is an appointed Ward 6 Councillor, as appointed by the Honourable Minister of Housing & Urban Development. Cllr Raw serves in the council as a member of the Finance Committee. He is a holder of a B. Com. Degree from the University of KZN in South Africa. He is a former Board Member of the Eswatini Tourism Authority and an active entrepreneur through directorship of five locally based companies in the property and tourism sectors. These companies include Swazi Trails and Legends Shared.



Cllr Bongile Mbingo

Cllr. Mbingo is an elected member of the Council representing Ward 3. She is also the current Council Chairperson, as elected by all councillors. Cllr. Mbingo is a holder of an MSc in Leadership and Change Management from Leeds Metropolitan in the United Kingdom. She has worked for several public and private organizations as an employee and as a board member.



Cllr Sandile H. Dlamini

Cllr. Dlamini is an appointed Councillor having been appointed by the Honourable Minister of Housing and Urban Development. He serves at Council as the Finance Committee Chairperson. He is an admitted Chartered Accountant - Eswatini. He holds an ACCA from the UK. He also holds a Certification in Risk Management Assurance. He is an admitted Professional Internal Auditor by the Institute of Internal Auditors in South Africa.



Cllr Dr. Edmund Mazibuko

Cllr. Mazibuko is an elected member of the Council representing Ward 1. Cllr Dr Mazibuko also serves in Council as the Finance Committee Deputy Chairperson. Cllr. Dr. Mazibuko is a holder of a Doctor of Philosophy from Edith Cowan University of Australia, a Master in Education from the University of Wales in the UK, a Bachelor of Education as well as a Diploma in Education also from UNESWA.



Cllr Jabulani Mathonsi

Cllr. Mathonsi was appointed as a councillor by the Honourable Minister of Housing and Urban Development. He has served the government of Eswatini for over three decades, as an accounting officer in various ministries and departments, including that of Foreign Affairs, serving the Kingdom of Eswatini abroad. Other ministries served, include but are not limited to, the Ministry of Education, Ministry of Finance, Ministry of Housing and Urban Development. The Cllr. is a holder of a certificate in Accounting and business studies from the University of Swaziland and A.A.T. from the United Kingdom.



Cllr Zodwa Dlamini

Councillor Zodwa Dlamini is an appointed councillor, as appointed by the Honourable Minister of Housing and Urban Development. Cllr. Dlamini is a holder of a Diploma in Human Resources. She has worked as a Labour Officer at the Ministry of Labour and Social Security for 15 years. Cllr. Dlamini has also worked as a Labour Relations Officer in the ILO conciliation field, then moved to the Ministry of Housing and Urban Development as a Senior Human Resource Manager. Cllr. Dlamini is a board member with other private organisations.



MAYOR'S FOREWORD

The financial year 2024-25 concluded in March 2025, signifies my third year in Council, having started in January 2022, and the completion of a full year as the Mayor of the Ezulwini Municipality. At the outset, I would like to take this opportunity to convey my sincere appreciation to all the Councillors who granted me the chance to lead Council as its political head. I also extend my gratitude for the unwavering support they provided as I navigated my initial steps in this leadership role.

As a consequence of the time in which our Annual General Meeting is held, this Annual Report becomes the second one to be endorsed by me. It therefore gives me singular pleasure and honour to share with our residents and stakeholders the work that has been completed by Council for the 2024-25 fiscal year. It is also with a great sense of humility that we report an unqualified audit opinion from our external auditors, Kobla Quashie and Associates.

2024-25 has been a very transformative year in that Council rolled its sleeves and took on an ambitious program to develop new strategies for the Municipality, key of which are the Integrated Development Plan (IDP), and the Town Planning Scheme (TPS). This has been done against the backdrop of providing strategies that will offer the necessary agility in Council's work, post COVID-19. At the end of

The financial year 2024-25 concluded in March 2025, marking not only my third year in Council, but also the completion of a full year as Mayor of the Ezulwini Municipality — a role I continue to approach with humility, gratitude, and determination.”



March 2025, the development of these strategies is still a work in progress with expectation for completion around the third quarter of the 2025-26 fiscal year. These documents will outline strategy for the next five-years and will become precursors for the spatial outlook for our Municipality. On its capital expenditure, Council continues to implement the Comprehensive Mobility Plan, as reflected in the rehabilitation of some of our aging roads in wards 4 and 3, namely Mdzenga Road and Mantenga Drive. On the cost containment side Council undertook the conversion of 74 High Pressure Sodium streetlights to Light Emitting Diode (LED) streetlights, which reduced Council expenditure on electricity.

In line with the aforementioned, Council takes the opportunity time to congratulate the Ministry of Housing and Urban Development for having staged the first ever Eswatini Urban Forum in October 2024, in Ezulwini, and for also launching the Ministry of Housing and Urban Development Strategic Plan. Council in showing full support for the Ministerial Strategic Plan has resolved to the Executive to ensure that the new strategies that are being developed at Council are fully aligned to this Strategic Plan. This alignment should be properly embedded on the continued work that has been assigned by the United Nations under the Sustainable Development Goals (SDGs), to which as Council we subscribe.

Council is committed to ensuring that the new strategies under development are fully aligned with the Ministry of Housing and Urban Development's Strategic Plan and the global Sustainable Development Goals, embedding Ezulwini's growth within both national and international priorities



In conclusion allow me to take this opportunity to applaud our ratepayers, who continue to ensure, through their continued payment of rates, that Council continues with its mandate of service delivery.

I thank you.

Clr Refi Ioe Mamogobo

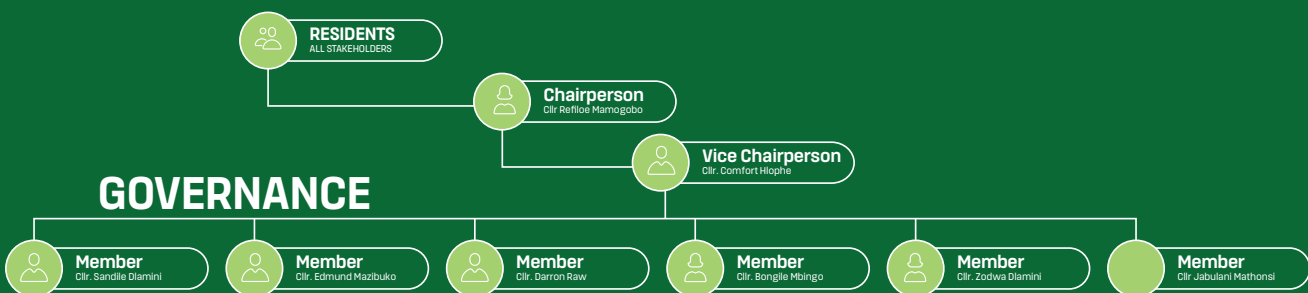
Governance

Councillors

At the highest level of the Municipality, the Councillors constitute the political foundation. Among the eight Councillors who serve on the Council, six (6) are elected from each of the six wards, while the remaining two are appointed by the Honourable Minister of Housing & Urban Development. The Council's primary role is to provide strategic oversight in accordance with the Urban Government Act of 1969. Councillors act

as a vital link between ratepayers and residents and the Municipality's Administrative body. As a result, they play a crucial role in ensuring that the Administration effectively delivers services for the benefit of all ratepayers.

Councillors are non-executive and convene monthly statutory meetings, along with occasional special meetings that are organized as needed to address specific issues. Within the Municipality, there exists a Finance Committee composed of three Councillors and the Council Chairperson, who serves as an ex-officio member.



CEO'S REMARKS

Steering a ship through squally rains is never, by any stretch of imagination, a task for the faint at heart. This adage is true even in the local government space, as it deals with various forms of contestation, from service delivery to innovation, resilience, and ensured sustainability.

For the 2024/25 fiscal year Council started the process of development of an Integrated Development Plan for 2025 – 2030 from September 2024 with the expectation to complete the work in the first quarter of 2025/26. This work follows from the April 2024 initiation of the development of the Council's Town Planning Scheme. This gave clear indication that the 2024/25 fiscal year was set to be one of digging deep and was going to be loaded with multiple stakeholder engagement sessions, which are necessary and expected in the development of such critical strategic documents.

Coupled with the foregoing, the Municipality volunteered to develop its Voluntary Local Review Report, which is a document that showcases the work done at Local Government Level on the implementation of Sustainable Development Goals (SDGs). This stretched Council's manpower, hence, representing the rolling of sleeves and setting Council on a transformative journey for the better.

Steering a ship through squally rains is never, by any stretch of imagination, a task for the faint at heart. This truth resonates even in local government as we balance service delivery, innovation, resilience, and sustainability



CHALLENGES

As has been the case throughout the years, each Financial Year is littered with its own challenges. These vary from stakeholder engagement to contestations around rates and other critical Council activities. One of the consistent challenges that we are faced with as Council is poor attendance on our stakeholder engagement activities and low participation of residents in our Social Services offerings. The Office recognises that its primary mandate is to serve the people of Ezulwini and this calls for continual engagements so as to ensure that our delivery is fit for purpose. This has resulted in improving our visibility on Social Media platforms to enable improved engagements and to share information on services that are available and being undertaken by Council.

Council also notes that the 2024/25 year was one that had unending fires, particularly in the winter dry seasons. This has unfortunately resulted in increased air pollution and decimation of our flora and fauna. To counter this the Office engaged with residents and provided awareness on how to prevent the onset of fires at house level.

HIGHLIGHTS

Challenging as the year may have been we are happy to share the following highlights, which speak to the achievements attained by the various departments.

Projects

Under the Works and Maintenance Department Council was able to convert the high energy utilisation HPS lights to low energy consumption LED lights, which not only provided clearer lighting but also helped to lower our electricity bill, by at least 40%. Council was also able to procure a second skip truck in a bid to improve on waste management, with particular focus on the increased demand for this service due to ongoing structural development and improved vegetation clearance.

...One of our consistent challenges as a Municipality remains the low turnout at stakeholder engagement sessions and minimal participation in social service offerings—yet we remain committed to improving visibility and outreach



Two off our aging roads were rehabilitated during this reporting period, namely Mantenga Drive and Mdzenga Close.

Our Corporate Service Department successfully completed the full implementation of Office 365 improving our agility in terms of collaboration and communication enterprise-wide, leading to work efficiency.

Our Town Planning Department initiated the development of the new Town Planning Scheme, key for the promotion of health, safety, order, amenity, convenience and general welfare, as well as efficiency and economy in the process of development. This ensure clarity and stability on the development protocols for the Municipality, as the TPS gives clear guidance on land use and regulation of urban growth. By November 2024 the second volume of the TPS, which is the Structure Plan, was completed.

Waste Management and Food Outlet Grading

Under the Public Health and Energy Department, we have been able to expand the segregation at source programme to include Wards 3, 5, and 6, which has resulted in a 11% increase in waste diversion. There has also been a 48% increase in A-graded food outlets, implying improved hygiene standards across food establishments.

Memorandum of Understanding with Junior Achievement (JA)
The Town Planning Department, tasked with Youth Development and Local Economic Development, has facilitated the signing of a Memorandum of Understanding with Junior Achievement, an organization dedicated to equipping

young individuals for success in the global economy through programs that emphasize financial literacy, entrepreneurship, and work readiness.

Audit

We are delighted to announce that, consistent with prior years, we have received an unqualified financial audit opinion as detailed in our 2024/25 Financials. This achievement is no insignificant feat and can be partially credited to the oversight from our Finance Committee and full Council, in addition to the robust financial management by the Office. We are dedicated to ensuring that the public funds we manage are utilized wisely by adhering to established procurement protocols and aiming for optimal value for money.

Gratitude

In conclusion, I would like to express my gratitude to the Council for their support in empowering the management team to successfully execute the Municipality's programs and projects in alignment with the needs of our communities and stakeholders. Additionally, I wish to thank our ratepayers and other municipal stakeholders for their ongoing support and for fulfilling their obligation to pay rates. Furthermore, I would like to acknowledge the Ministry of Housing and Urban Development (MHUD), for their invaluable support and guidance as we navigate the complexities of local government.

MATHOKOZA SHONGWE
Chief Executive Officer



1.0 CORPORATE SERVICES

8%
Staff
Growth

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1. KEY ACCOMPLISHMENTS

- Enhanced Public Communication through the implementation of the communication strategy
- Commenced the process for the development of the new Integrated Development Plan 2025 – 2030
- Efficient Secretariat and Governance Support
- 100% implementation of Office 365
- Successful implementation of the Human Resources plan through recruitment
- Effective and Successful staff and management wage negotiations, which symbolized a strength in the internal industrial relations environment.

2. PERFORMANCE AGAINST THE STRATEGY

Council has achieved the following:

- Objective Number 10: Improve Staff Performance
- Piloted a performance management system
- Objective Number 11: Improve legislation, management systems, and policies
- Developed new policies and reviewed existing policies that were outdated to ensure relevance and impact

3. FUTURE GOALS AND OBJECTIVES

- Conduct a culture survey to establish a new corporate culture
- Establish a fully sustainable performance management system
- Conduct an IT Risk and Recovery Assessment to better plan for the IT infrastructure to support the Council as a business continuity plan
- Establish a customer support function that is accessible to all stakeholders
- Roll out a Talent Management System to support Council Human Resources needs

INTRODUCTION

The Corporate Services Department (CSD) of Ezulwini Municipality delivered transformative outcomes in 2024/2025, aligning with the Integrated Development Plan (IDP) and Sustainable Development Goals (SDGs). This report consolidates achievements across Human Resources (HR), Secretariat, Strategy, Information Technology (IT),

KEY PERFORMANCE HIGHLIGHTS

100%

Office 365
Implementation

35%

Social Media
Growth

99.4%

Network Uptime

and Communications, highlighting:

- HR: 8% staff growth, leadership training, and wellness programs.
- Secretariat: 100% records and minutes for all Committee and Council meetings.
- Strategy: Stakeholder engagement for the review of the current IDP and development of new IDP 2025 - 2030
- IT: Network upgrades, cybersecurity enhancements, and digital service platforms.
- Communications: 35% social media growth, stakeholder engagement via WhatsApp, social media, and customer surveys.

Key themes included digital transformation, IDP performance review, stakeholder engagement, and resilience, despite challenges like budget priorities, planning, and skills gaps.

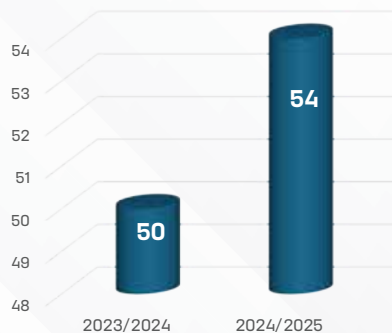
The Department consists of four (4) units, namely: Human Resources Management, Strategy, Secretariat, Information Technology, and Communications.

4. HUMAN RESOURCES MANAGEMENT

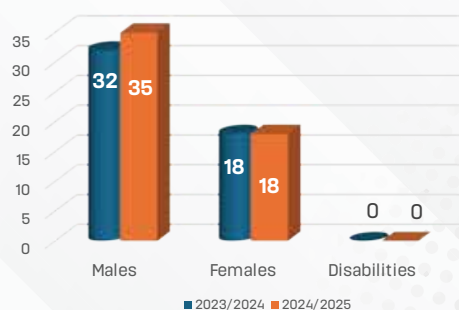
Staff complement.

The Department continued to support service delivery through providing qualified and competent human resources, as well as motivation and discipline. The head count increased by 8% from the 2023/2024 Financial Year as delineated below:

2023/24 VS 2024/25 OVERALL HEAD COUNT

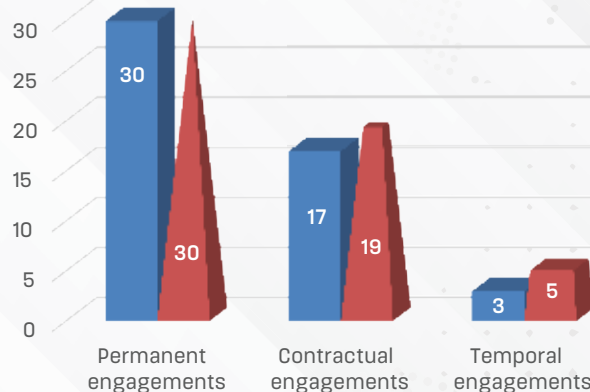


OVERALL GENDER BALANCE ANALYSIS



TOTAL BY TYPE OF EMPLOYMENT

■ 2023/2024
■ 2024/2025

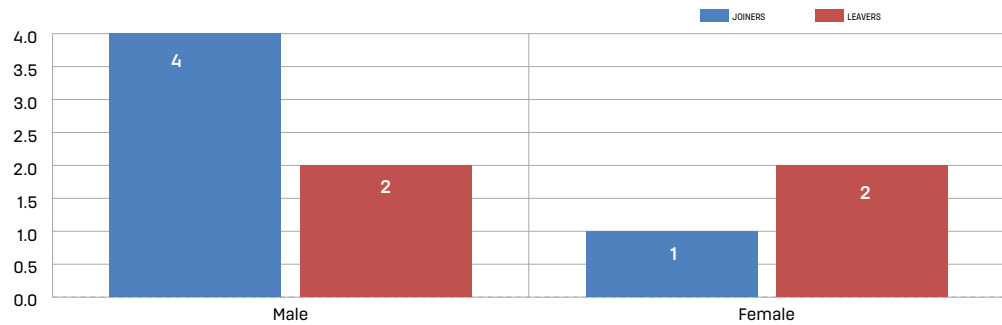


Talent Management & Recruitment

4 (Four) employees left the Organization within the 2024/2025 financial year. All four positions were filled with the addition of one employee to

ensure business continuity. All EXCO members were retained, whereas two of the departures were members of the MANCO.

2024/2025 LEAVERS & JOINERS



Training and Workshops

To enhance employee skills, knowledge, and performance and further benefit the Municipality's overall growth and success the

Local Authority embarked on the following training and development initiatives wherein, all employees were empowered, respectively.

	Mandela Washington Fellowship(YALI)	The United States of America granted the Town Planner a scholarship to participate in a 10-week training program in the country (USA).
In-house training	Leadership Training	All employees participated in a rigorous leadership training. The Training was aimed at empowering them with personal leadership skills, an ability to guide themselves with self-awareness, discipline, and responsibility while positively influencing others through example and effective communication.
	Pay Space Training	Two employees participated in the Pay Space training. This application is important because it streamlines payroll and HR processes by automating calculations, ensuring compliance with tax and labour laws, improving the accuracy of employee data, and providing secure, cloud-based access to reports and information for better decision-making.
	Sage System Training	One employee was trained on the SAGE system. This system is important because it simplifies financial management by automating tasks like invoicing, payroll, tax compliance, and reporting. It improves accuracy, saves time, ensures compliance with regulations, and provides real-time insights for better business decision-making.
	First Aid Training - Facilitated by NOSA	10 First Aiders were trained primarily to respond to emergencies, thus reducing the severity of injuries and improving overall workplace safety.
	Basic Fire Fighting - Facilitated by Eswatini National Fire Emergency	10 employees were trained on Basic Fire Fighting. This was aimed at equipping employees with the knowledge and skills to prevent, identify, and respond effectively to fire emergencies, thereby reducing risks to life, property, and business operations.

The Communications Unit of Ezulwini Municipality played a pivotal role throughout the reporting period in enhancing transparency, fostering stakeholder engagement, and protecting the municipality's reputation through communication and digital outreach.

[read more on page 21](#)

External Conferences	International Solidwaste Association World congress 2024	One employee participated in the International Solid Waste Association World Congress 2024. The aim of the Congress was to foster collaboration, exchange knowledge, and advance scientific and technical advancements in the field.
	Chartered Institute of Government Finance, Audit & Risk Officers (CIGFARO)	Two Treasury employees - Accounts Officer & Procurement Officer. The Congress was aimed at providing a platform for public sector finance and governance professionals to share knowledge, learn best practices, and advocate for policies that benefit the public sector
	EMESA conference 2024	1 (One) employee - Assistant Town Engineer participated in the 2024 EMESA conference. The purpose of the conference was knowledge sharing, networking, and professional development in the engineering space.
	Management Essentials for Executives Office Assistants	The PA to CEO participated in the conference for Executive secretaries. This opportunity was to enhance the PA's professional skills, networking, and gain insights into current trends.
	World Urban Forum	One Councillor and Three Officials participated in the World Urban Forum. The World Urban Forum fosters global collaboration, knowledge exchange, and innovative solutions to promote sustainable urban development and inclusive cities.
	IPM annual convention	Two employees participated in the IPM convention. The Institute of People Management annual convention offers valuable opportunities for networking, knowledge sharing, and professional growth in people management practices.
	Global forum of cities for circular economy	One employee participated in the Global Forum of cities of circular economy. The Global Forum of Cities for Circular Economy fosters collaboration, knowledge-sharing, and innovative solutions that help cities reduce waste, optimize resources, and build sustainable urban economies.
	Collective Bargaining & Negotiations skills Training	4 (Four) EXCO members, 2 (Two) Management, and 5 (Five) Shop stewards were trained on Collective bargaining & Negotiation skills, primarily to help level the playing field between individual employees and management.
	Inaugural building better work places conference	1 EXCO member participated in the Inaugural Building Better Workplaces conference. The Conference offers valuable insights, networking, and practical strategies to create healthier, more productive, and inclusive work environments.
Environmental, Social & Governance Training	1 EXCO member - Public Health & Environment Manager.	

Employee wellness & Performance



Figure 4. Employees braaiing meat during the event

Council invested in employee wellness activities to boost productivity, reduce costs, and improve employee morale. These programs were aimed at addressing physical, mental, and emotional health,

creating a more engaged and resilient workforce. These activities include the Biggest Braai, an end-of-year event.



Figure 5. Employees enjoying team building initiatives during event.

Compliance and Labour Relations

The Municipality's disciplinary process adheres to established policies, ensuring a fair and consistent approach to addressing employee misconduct. All disciplinary actions are documented, and employees are provided with opportunities to respond to the allegations. During the year under review, only one (1) disciplinary hearing was undertaken, related to misconduct. This process resulted in the termination of employment.

5. SECRETARIAT

The Corporate Services department was responsible for the recording and drafting of minutes for all Council meetings. As the department responsible for the Secretariat within Council, the department safeguards and ensures that records for minutes are maintained. Once approved by Council, the minutes become available to the public. Below is a list of all Council meetings for the period under review:

Special Council Meetings	Finance Committee Meetings	Ordinary Council Meetings
Inaugural Meeting - 07 May 2024	8 th - 11 April 2024	8 th - 30 April 2024
POS and Urban Boundary Tour - 24 May 2024	9 th - 16 May 2024	9 th - 30 May 2024
Councillors' Retreat for Policies - 18 July 2024	10 th - 13 June 2024	10 th - 27 June 2024
Councillors' Retreat for Policies - 19 July 2024	11 th - 09 July 2024	11 th - 25 July 2024

Special Council Meetings	Finance Committee Meetings	Ordinary Council Meetings
Policies - 03 September 2024	12 th - 06 August 2024	12 th - 15 August 2024
Audited Financial Statements - 16 September 2024	13 th - 29 August 2024	13 th - 05 September 2024
Special Ordinary Council - 19 September 2024	14 th - 08 October 2024	14 th - 10 October 2024
Budget 2025/26 - 21 October 2024	15 th - 26 November 2024	15 th - 05 December 2024
Budget 2025/26 - 23 October 2024	16 th - 28 January 2025	16 th - 06 February 2025
Budget 2025/26 - 29 October 2024	17 th - 27 February 2025	17 th - 06 March 2025
IDP Consultation (Wards 3, 5 & 6) - 20 November 2024		
IDP Consultation (Wards 1, 2 & 3) - 21 November 2024		

The Department continued to support service delivery through providing qualified and competent human resources, as well as motivation and discipline

6. STRATEGY (IDP – INTEGRATED DEVELOPMENT PLAN)

The conclusion of the 2019 - 2024 Integrated Development Plan (IDP) period marks a significant milestone, providing Council with a critical opportunity for reflective assessment and strategic renewal. The elapsed plan served as our foundational blueprint, guiding the delivery of key projects and services while offering invaluable insights into our town's evolving needs and aspirations. Building upon this legacy, the development of the 2025-2030 IDP represents a forward-looking commitment to sustainable and inclusive growth.

This new five-year plan is not merely a statutory requirement but our core strategic contract with the town, meticulously crafted through extensive public participation to ensure it accurately reflects shared priorities. It will serve as the principal guiding document, aligning all municipal resources and budgets to decisively address infrastructure development, economic stimulation, social equity, and environmental resilience. The Council therefore underscores the paramount importance of this new IDP, as it will fundamentally shape our trajectory, ensuring a coordinated and impactful approach to building a more prosperous and sustainable future for all stakeholders from 2025 onwards. The tender process has been concluded, with a consultant appointed and stakeholder engagement conducted from November to December 2024.

7. INFORMATION TECHNOLOGY

The Information Technology (IT) Section of Ezulwini Town Council (EZTC) is responsible for delivering secure, dependable, and scalable technology services to support administrative operations and advance digital service delivery across the municipality, liaising with all departments, and supporting technological needs. The IT Department further guides and develops IT infrastructure improvements and solutions that ease workflow day by day.

During the 2023/2024 financial year, the IT Section focused on upgrading core infrastructure, investments in network optimization, cloud migration, and pilots laid the foundation for greater operational efficiency and improved citizen engagement with monkey surveys. As EZTC moves toward a fully unified digital ecosystem, this report highlights accomplishments across two main areas, IT Infrastructure & Systems, and Challenges & Future, offering a transparent account of budget performance, project outcomes, and upcoming priorities for the next 12 months.

Core Responsibilities

- IT Infrastructure management (design, implement, monitor)
- Technical Support and User Services (train staff, helpdesk services, maintain ICT inventory & enforce usage policies)
- Lead IT Projects (procurement, vendor management & solutions)
- Implement cybersecurity controls, including firewalls, endpoint protection, intrusion detection, and secure configurations.
- To ensure effective Administration support
- Aligning IT strategy with Council-wide goals for transparency, service efficiency, and community engagement
- Develop and implement IT policies, standard operating procedures, and governance frameworks.

IT INFRASTRUCTURE & SYSTEMS

Network Upgrades and Hardware Modernization
Core Switch Replacement: In 2024, the IT Section replaced two legacy 1 Gbps switches at the main administration building with 10 Gbps multilayer switches to accommodate growing data traffic, and a 120V UPS was installed to avoid power cuts.

Video Conferencing equipment has been installed in the outside boardroom. The office is looking at hiring the venue out and contributing to revenue generation for the office.

As part of print management and cost cutting, (cartridges, secure printing) for the office, office desktop printers were removed for the office and replaced by an additional MFP (Multi-Functional Printer).

Network / Internet Availability was consistent and sitting at 99.4% for the current Financial Year, with an Average Response Time of 9.97ms.

Cybersecurity Measures

- Hosted mail and Client Capture were activated on the firewall (Sonic Firewall) to strengthen network security by ensuring unauthorised access, malware, and data breaches, filtering email traffic, and blocking malicious content.
- Endpoint Protection: 18 laptops were standardized on a centrally managed endpoint detection and response (EDR) platform. Weekly automated scans and real-time threat
- Security Awareness Training: The IT Section rolled out cybersecurity training to all staff, and posters were pinned around the boardroom.
- Data Backup & Disaster Recovery (DR) Preparation: Critical servers (email, file, and database) now have point-in-time recovery points every 4 hours.

Digital Service Delivery Platforms

- Municipal Website Redesign & Hosting: integrated content management system (CMS).
- Integrated Email & Collaboration (Microsoft 365): Town Council users migrated from on-premises Exchange 2013 to Microsoft 365 Business Standard. This migration provided cloud-hosted email, Teams chat, SharePoint file storage, and OneDrive for Business.
- The Council subscribed to Survey Monkey ; In

its effort to improve service delivery, improved stakeholder engagement , improved customer and employee feedback , and also analyse and simplify reporting. Council subscribed to this online platform.

- Inspect Xplore ;Mobile Field-Inspection App , was added on the list of Council Systems; the system is meant to improve inspections and digitize the process of conducting inspections

STAKEHOLDER ENGAGEMENT

Stakeholder		Engagement Purpose	Description	Outcome
Inhouse	PAY SPACE Facilitated by Finware – service provider.	Training and Development	Eighteen (18) employees were inducted on the new payroll system.	Improved understanding of the payroll and leave management system
	Microsoft Suite 365 Facilitated by - Consultant.	Understanding and Knowledge Building	Microsoft Office training For office staff	Ensured employees understand the functions of Office 365
	Cyber security Facilitated by IT section personnel.	Risk Reduction and Awareness	The Office also trained all ICT users in cybersecurity.	Assisted employees in understanding the risks and threats associated with cyberattacks

ICT INITIATIVES TOWARDS IMPROVED SERVICE DELIVERY

With technology changing rapidly, organizations must adapt and leverage the value of new technology, which not only streamlines workflows and increases productivity but also enhances the delivery of an exceptional customer experience.

Below are some of the activities invested in:

Activity	Objective
Procurement of New laptops (7)	To ensure an efficient way of working and performance, without technical issues.
Procurement of tablets for council (8) (2) Inspection tablets.	To ensure the ease of conducting council business amongst the councillors. To ensure digitized Inspections.
Pilot the Installation of Papercut software	To ensure controlled printing and scanning for users.

7.1 CHALLENGES

The Information Technology department faced several challenges in the period under review, which hindered the furtherance or achievement of certain aspects of the strategic expectations for the department. The challenges included the costing of the much-needed risk and recovery project, penetration testing or risk audit, the unavailability of an IT incident management tool, and power failures. The IT risk register clearly stipulates the challenges and mitigation measures to undertake in 2025/26.

7.2 FUTURE PLANS

The future of the IT Office at EZTC is poised for transformative growth, focusing on innovation, efficiency, and stakeholder management. We are committed to:

- Integrate SharePoint for internal records and policy document workflows.
- Conduct a full penetration test and cybersecurity risk audit.

- Implement network monitoring tools to ensure system uptime and early alerts.
- Introducing Employee ID with integration of access-controlled doors.
- Launch an internal helpdesk for all IT support ticketing.
- Add a Power BI license for HOD to automate reports weekly, monthly, and yearly.
- Full Disaster Recovery (DR) Implementation: Deployment of failover hardware.
- Staff ICT Upskilling & Certification Enrolled 20 staff in the Microsoft Azure Fundamentals and Cybersecurity Certifications free online course.
- Proposed Waste Bin Fill-Level Sensors
- Document Management & Digitization Project
- Mobile Field-Inspection App
- Virtual Training & Skill Building

8. COMMUNICATIONS

The Communications Unit of Ezulwini Municipality played a pivotal role throughout the reporting period in enhancing transparency, fostering stakeholder engagement, and protecting the municipality's reputation through communication and digital outreach. Guided by the Municipality's 2019–2049 Integrated Development Plan, the unit focused on improving stakeholder engagement, strengthening the municipality's presence in the digital media space, and ensuring the timely dissemination of critical information to the public. In the past year, the Communications Unit increased its outputs significantly across platforms, with a notable rise in content volume and

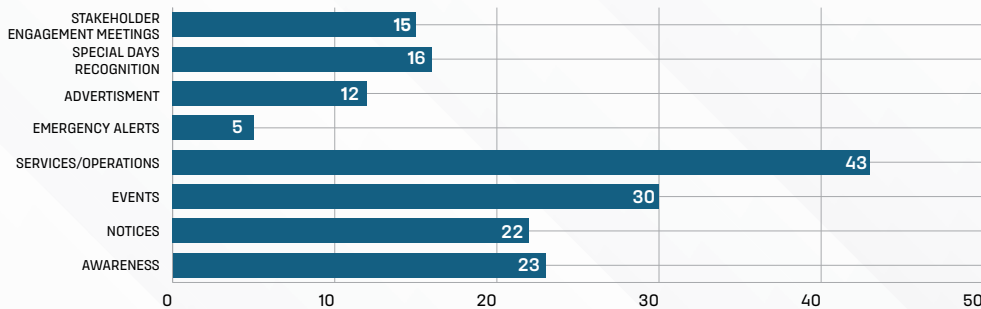
stakeholder engagement. Social media following across Facebook, LinkedIn, and Instagram grew by over 35%, demonstrating improved reach and effectiveness. The use of WhatsApp for real-time stakeholder communication further enhanced service delivery transparency and feedback.

8.1 PUBLIC AND MEDIA ENGAGEMENT

Press Releases and Media Appearances

The department issued several public notices and information updates across platforms, including social media, the residents' WhatsApp group, and the local newspaper.

STATISTICS OF CONTENT CATEGORIES SHARED



- Media interviews included a Temadobha Radio Show appearance to raise awareness on municipal services. The Municipality made three appearances in the show, and the topics that were covered are as follows:
 - The Town's Social Services and how they can be accessed by stakeholders and residents.
 - The Town's draft management plan, bye-laws, waste collection and the general cleanliness of the town.
- Awareness raising to stakeholders and residents on the Voluntary Local Review activity.

Ezulwini Municipality between May 2024 and April 2025 shows steady and positive growth, particularly on Facebook and LinkedIn. Here is a summary based on the two reports:

Key Growth Highlights:

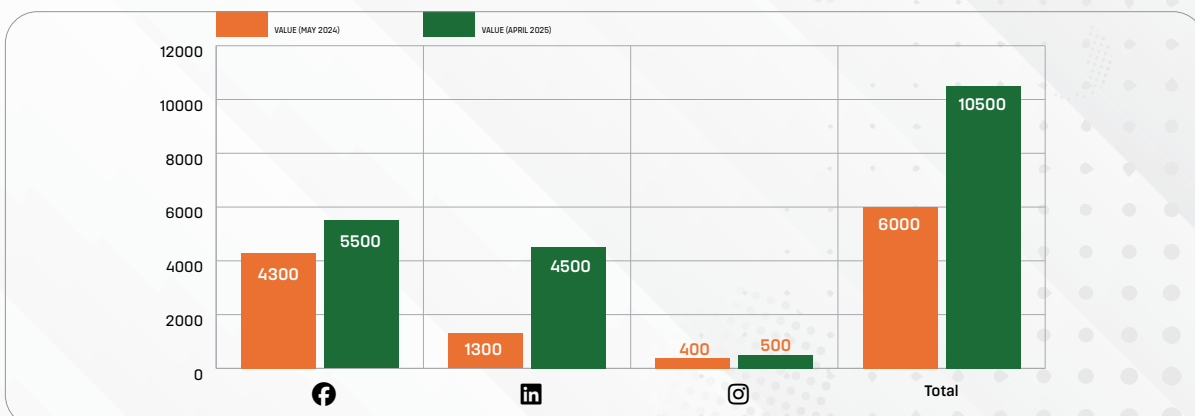
- Total Followers Increased: From 6,038 in May 2024 to 10,541 in April 2025, an increase of 4,503 followers, showing a 91.1% increase.
- LinkedIn showed the strongest proportional growth, from 1267 to 4532, reflecting a 257.69% increase.
- Instagram experienced healthy growth, despite limited interaction rates. The following ranged from 364 to 528, showing a 45.05% increase.
- Facebook shows a steady growth in the number of followers.

DIGITAL AND SOCIAL MEDIA OUTREACH

Social Media Metrics

The overall growth trend in social media for

The following ranged from 4,407 to 5,481, showing a 24.37% increase.



WEBSITE

The website serves as a mechanism to promote accountability and transparency to communities, and therefore, information posted should be accurate and timely updated. The municipal website is a key communication mechanism in terms of service offering, information sharing, and public participation. It is a communication tool that should allow easy and convenient access to relevant information. The table below indicates the information and documents that are published on our website:

Municipal Contacts	Yes/No
Full Council details	Yes
Physical address of the Municipality	Yes
Postal address of the Municipality	Yes
The Municipality's Councillors	Yes
The Municipality's management office	Yes
Financial Information	

Municipal Contacts	Yes/No
Draft budget	No
Rates Policy	No
Petty Cash Policy	No
Integrated Development Plan	
IDP	No
Reports	
Annual Report of 2023/2024	Yes
Quarterly Reports	No
Budget Statement	No

8.2 PUBLIC PERCEPTION SURVEY

One customer service survey was conducted in the year under review, and the aim of the survey was to gather information on service gaps and how the Municipality can improve its service offerings. The survey results analysis is outlined in the table below:

Stakeholder Type	Resident	Business Entity	Supplier	Property Owner	Other
	36%	36%	14%	14%	0%
Association with EZTC	Less than 1 yrs	1-3 yrs	3-5 yrs	More than 5 yrs	
	7%	14%	0%	79%	0%
Overall Satisfaction	Excellent	Good	Average	Poor	Very Poor
	43%	57%	0%	0%	0%
Responsiveness to queries	Very Responsive	Neutral	Responsive	Unresponsive	Very Unresponsive
	50%	43%	7%	0%	0%
Effectiveness in resolving issues	Very Effectively	Effectively	Neutral	Ineffectively	Very Ineffectively
	21%	79%	0%	0%	0%
Knowledgeability of Service Reps	Very Knowledgeable	Knowledgeable	Neutral	Unknowledgeable	Very Unknowledgeable
	64%	36%	0%	0%	0%
Clarity of Communication	Excellent	Good	Average	Poor	Very Poor
	43%	43%	7%	7%	0%
Valuing Stakeholders	Yes	No	Sometimes		
	100%	0%	0%		

SECRETARIAT & GOVERNANCE SUPPORT

100%

 Records Maintained

32

 Total Meetings

Recommendations by stakeholders vs actions taken:

Recommendation	Action
Putting up signage at the reception	Complete
Easier channels of communication, e.g., WhatsApp	Adoption of an internal WhatsApp chatbot.
Improving turnaround time for resolving issues	The Municipality has developed a complaint handling procedure that will be adopted by stakeholders.

COMMUNICATION REQUIREMENTS

Below is a communication checklist for compliance with the communication requirements:

Communication Activities	Yes/No
Communication unit	Yes
Communication strategy	No
Communication Policy	In progress
Media Communication	Yes
Public participation and ward meetings	Yes
Online communication	Yes
Customer satisfaction survey	Yes
Functional complaint management system	In progress
Newsletter distributed at least quarterly	In progress

ELECTRONIC COMMUNICATION

Social media is a cost-effective resource used to convey information and is an effective method of relaying municipal communication, as many stakeholders own a cell phone. However, this mode of communication is labour-intensive and does not have great penetration due to limited connectivity and a digital divide. We make use of all available means of communication tools to residents to convey urgent updates concerning power outages, road closures, dangerous weather conditions, etc. Ezulwini Municipality strives to continuously

communicate municipal-related information and news to the Ezulwini community to promote the Municipality's brand, positively influence perceptions of service delivery, as well as the level of satisfaction with services, rating of communication, suggestions for improvement, and utilize the most effective communication channel/s. A Communication Strategy will be a guide for all and assist the Council in communicating effectively with all Stakeholders.

FUTURE GOALS AND OBJECTIVES 2025/26





2.0 SOCIAL SERVICES

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The Social Services Office would like to present the following annual report for the fiscal year 2024-2025.

1. RISK IDENTIFIED

Mental Health and Workplace Stress

- Financial stress is the top contributor to employee anxiety.
- Lack of institutionalized support (counseling, wellness infrastructure).
- Potential for burnout, absenteeism, and reduced productivity.

Sexual and Reproductive Health

- Inconsistent condom use among youth, with gaps in sexual health education.
- Low female condom uptake and misconceptions about donated condoms.
- Young women more focused on STI prevention than pregnancy.

Community Health System Gap

- Poor use of referral forms and outdated demographic reporting.
- Resource allocation challenges in peri-urban areas due to weak data flow.

Non-Communicable Diseases (NCDs)

- High NCD prevalence among women and limited support for bedridden patients.

Youth Empowerment Program Risks

- Lack of follow-up for trained youth.
- Underserved populations in outlying areas.

School and Peri-Urban Limitations

- Mental health needs in schools are unmet due to space and staffing constraints.
- Burnout among teachers and caregivers without support systems.

Volunteer Dependency

- Heavy reliance on volunteers without structured support reduces consistency and sustainability.

KEY ACCOMPLISHMENTS 2024/25

+127k male condoms

1,175 female condoms, and 1,985 lubricants were distributed across peri-urban and urban Ezulwini. These efforts ensured broad community access to HIV prevention tools, supported by awareness campaigns and youth-focused messaging to address myths and encourage safe practices.

20 trained young people

financial literacy, pitching, and AI in business (Oct 2024). Additionally, 9 school representatives now champion youth voices on sexual health and wellbeing, strengthening civic responsibility and peer support systems.

456 Caregivers home visits

to bedridden clients, delivering basic health care, emotional support, and referrals. These targeted interventions not only improved health outcomes for vulnerable individuals but also enhanced caregiver capacity and promoted stronger family and community protection systems.

2. OPPORTUNITIES IDENTIFIED

Sexual Health Education

- Behavior-driven condom distribution campaigns.
- Addressing myths and promoting female condom use through targeted outreach. Design and implementation of a full wellness strategy (counseling, financial literacy, recreation).
- Use of employee feedback to inform and tailor programs.

Community-Based Health Support

- Regular caregiver training and improved referral/reporting practices.
- Updated demographic sharing for more effective planning.

Youth and School-Based Wellness

- High demand for counseling, support groups, and mental health literacy in schools.
- Opportunity to co-create programs with students and psychology faculty.

Public Engagement & Campaigns

- Blood donation and awareness days as multi-service health platforms.
- Social media, school clubs, and partnerships with MoH amplify reach

Strategic Partnerships

- Strong collaboration with universities, NGOs (e.g., AHF, Baylor), and medical teams.
- Potential for private sector support to enhance infrastructure and scale programs.

Entrepreneurship and Skills Training

- Youth programs building capacity in business, health literacy, and peer support.

3. STAKEHOLDER ENGAGEMENT

The office of the Social Services shares visionary goals of ending poverty with several donors. These include KFC, LOGICO, HUAWAI, SHQPRITE, WFP, Kwakha Indvodza, and All Out Africa The Clinic Group.

4. KEY ACCOMPLISHMENTS OF THE SOCIAL SERVICES DEPARTMENT (SSD)

Mental Health & Employee Wellness

- Developed and rolled out targeted wellness

programs in schools and workplaces.

- Created safe spaces for employees and teachers to discuss mental health.
- Collaborated with psychology students to design emotional regulation sessions.
- High engagement from staff; strong foundation for institutionalization.

In School Youth Empowerment & Engagement

- Youth actively engaged in social service planning and mental health support.
- Youth entrepreneurship and life skills training successfully conducted.
- Civic responsibility fostered through youth-led service delivery.

HIV/AIDS Awareness and SRHR

- Continued and data-informed condom distribution and SRHR campaigns.
- Integrated HIV prevention with broader wellness programming.
- Focused efforts on STI prevention among young women.

Community Health & Wellness

- Strong public health campaigns (breast cancer, NCDs, HIV, TB).
- Effective partnerships with the Ministry of Health and international medical teams.
- Personalized follow-up and counselling for vulnerable children and caregivers.

Strategic Partnerships

- Exemplary collaboration with universities, NGOs, and medical teams (e.g., UNESWA, MoH, AHF, Baylor, Clinic group, Fitness Zone).
- Partnerships improved technical quality and extended reach of programs.

Data-Informed Planning

- Collected data on condom use and school surveys to guide program development.
- Surveys were conducted in local and peri-urban schools (Somnjalose High, St Mary's Primary, Ezulwini Catholic Primary).
- Focused on students' coping mechanisms, sources of advice, and mental wellness trends.
- Findings showed a high frequency of anxiety and worry, and a need to reduce stigma and improve mental health access.
- Highlights the need for school-based counselling, peer support systems, and safe spaces for youth.

Mental Wellness in the Municipality

- SSD supported employee participation in mental health and physical wellness initiatives, including:
- A breast cancer awareness walk and educational sessions.
- Non-communicable disease education by the Taiwanese Technical Mission.
- Internal wellness celebrations recognizing achievements like SAIMSA win.

Sexual Health and Youth Empowerment Initiatives (SDG 3.7, SDG 4.7) Entrepreneurship Training Program (SDG 8.6, SDG 4.4)

- SSD held in-school training on sexual health and mental wellness with participation from 9 youth representatives from Kobe.
- These pupils now represent Ezulwini youth in ongoing discussions on SRHR and emotional wellbeing.
- Condom distribution campaigns continue, with youth-centre messaging to address myths and promote informed choices.
- Entrepreneurship program was Conducted from October 7–11, 2024, in collaboration with Kwakha Indvodza and key institutions like: Youth Enterprise Revolving Fund, Ministry of Commerce, Eswatini Bank, and UNISWA.

Focus areas included:

- Business fundamentals, financial literacy, pitching skills, and AI in entrepreneurship. 20 young participants, including Ezulwini residents, benefited from mentoring, community-building, and practical learning. The diversity of attendees created cross-regional networking and collaboration.

SAIMSA Games Participation (SDG 3.5, SDG 17)

- Ezulwini Municipality took part in the SAIMSA Games in Walvis Bay, Namibia (Sept 2024).

Achievements included:

- Gold medal in the 21km marathon
- Two silver medals (10km & 21km marathon)
- Trophy in soccer

Events promoted employee morale, wellness, and regional unity through sport.

5. PERFORMANCE AGAINST OUR STRATEGY

5.1 COMMUNITY HIV SERVICES

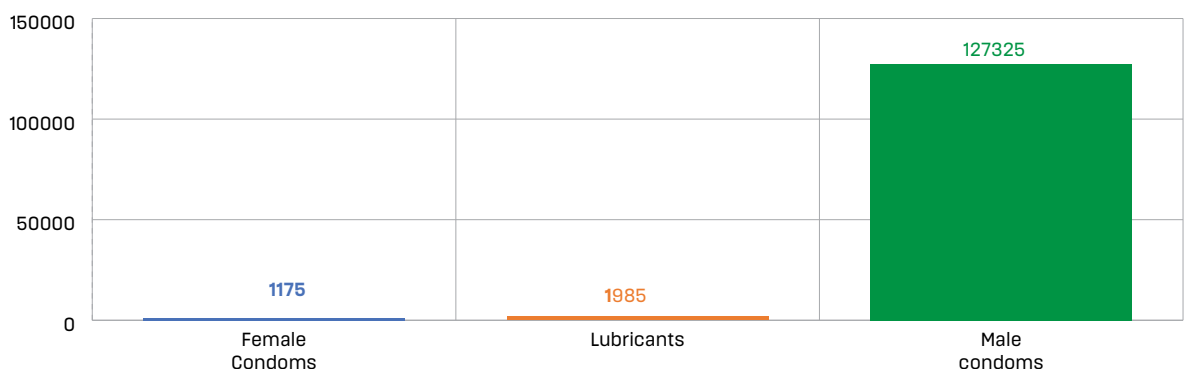
The United Nations Sustainable Development Goal (SDG) 3.3 seeks to end the AIDS epidemic by 2030. In alignment with this global target, and in accordance with the mandate of the National Emergency Response Council on HIV and AIDS (NERCHA), the Municipality continues to implement targeted HIV prevention initiatives—particularly through the distribution of condoms and lubricants.

Since FY 2024 to April 2025, a total of 127,325 male condoms, 1,175 female condoms, and 1,985 lubricants were distributed throughout both peri-urban and urban areas of Ezulwini. These commodities were made accessible to the public as part of a broader community health strategy aimed at reducing the risk of HIV transmission, especially among vulnerable and high-risk groups.

These efforts are further supported by awareness campaigns, educational outreach, and behavioural change communication, in keeping with NERCHA's mandate to coordinate and strengthen Eswatini's national HIV response. Together, these interventions contribute meaningfully to achieving SDG 3.3 and advancing public health across the municipality.

Figure 1: Condoms and lubricants distributed in the month of March 2024-2025

NO OF CONDOMS DISTRIBUTED FY APRIL 2024 - 2025



6. SOCIAL CENTRES

A total of 147 children are currently accessing Early Childhood Care, Development, Education, and Rights (ECCDER) services at four Neighbourhood Care Points (NCPs)—Buka, Somnjalose, Mvutjini, and Nyonyane—

located in the peri-urban areas supported by the Ezulwini Town Council and other key stakeholders. These centres play a vital role in promoting early learning, child protection, and holistic development for vulnerable children, while contributing to the broader social welfare objectives of the municipality.

7. HOME BASED CARE

Home-Based Care (FY 2024 – April 2025)

The Home-Based Care (HBC) programme has continued to provide critical support to vulnerable individuals within the Ezulwini Municipality, particularly targeting bedridden clients requiring sustained and personalized care.

Service Delivery and Reach

- A total of 456 home visits were conducted between April 2024 and March 2025.
- These visits were carried out by trained community caregivers and focused on delivering basic health care, emotional support, and health education to clients who are unable to access facility-based care due to their health conditions.

The programme also facilitated referrals to rural clinics and community-based volunteers, particularly for clients who were transferred by their families to rural areas for continued care and support.

Health Education and Community Outreach

Caregivers conducted health and social education sessions addressing key public health topics including:

- HIV and AIDS
- Sexually Transmitted Infections (STIs)
- Gender-Based Violence (GBV)

- Child protection and rights

These sessions aimed to enhance community awareness, promote preventive health practices, and empower families to provide safer environments for children and other vulnerable groups.

Child Protection Integration

Community caregivers proactively identified children at risk and worked closely with families to promote child safety and well-being. Awareness was raised on children's rights, early reporting mechanisms for abuse, and the importance of early intervention.

Strategic Significance

While the number of visits may appear modest, it is important to note that services were targeted at high-need, bedridden clients, requiring in-depth, one-on-one support. The programme reflects a community-based, patient-centred approach that contributes meaningfully to:

- Improved health outcomes,
- Strengthened caregiver capacity,
- Enhanced social protection mechanisms.

8. FUTURE GOALS AND OBJECTIVES

Figure 2: Old Age Program

Strategic Focus	Objective
Elderly Care Support	Provide monthly wellness checkups and social engagement activities for at least 80% of registered elderly residents in all wards by December 2025 .
Social Protection	Distribute food parcels and essential household support to 100% of elderly residents in need, assessed quarterly, by Q4 2025.
Health Access	Ensure 90% of elderly residents have access to mobile health services and referrals by September 2025 .

Figure 3: Kwakha Indvodza – Youth Entrepreneurship

Strategic Focus	Objective
Youth Skills Training	Equip 75% young men and women with entrepreneurship and life skills through Kwakha Indvodza training sessions by March 2026.
Male Empowerment	Engage at least 65% young men in positive masculinity and leadership workshops under Kwakha Indvodza by December 2025.

Figure 4: Future Plans

	SMART Objective
Community Wellness Programs	Implement monthly physical and mental wellness sessions reaching 75% resident participation by October 2025.
Mental Health Access	Establish a referral system for residents needing mental health support, ensuring at least 70% follow-up compliance by December 2025.
People Living With Disabilities	<p>Make services easier to access – Ensure buildings, transport, and information are accessible for people with different disabilities.</p> <p>Train staff on disability inclusion – Provide regular training so Volunteers understand how to support people with disabilities respectfully and effectively.</p> <p>Include people with disabilities in planning – Involve them in designing and reviewing services to make sure their needs are properly met.</p>



3.0 PUBLIC HEALTH AND ENVIRONMENT

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1. KEY ACCOMPLISHMENTS

- Expansion of the Establishing Waste Separation at Source Program for the urban area.
- Working towards the certification of ISO 9001:2015 Quality Management System.
- Improve service delivery through procurement of additional waste collection equipment.

2. INTEGRATED DEVELOPMENT PLAN

Council has achieved the following:

- Objective Number 8: Safe Environment**
 - Establishment of neighbourhood and watch programs which will assist to reduce the crime index to 15%.
- Objective Number 9: Disaster Preparedness**
 - Establishment of a DRR unit and implementation of Disaster Risk Reduction Plan (DRRMP)
- Objective Number 11: Improve legislation, management systems and policies by 2024.**
 - Implement and attain certification to ISO 9001:2015
- Objective Number 12: Diversify revenue sources by 2024**
 - Waste Reduction Initiatives
 - Waste Characterisation Survey
 - Drafting of Municipal By-laws - (User fees and violations)

3. FUTURE GOALS AND OBJECTIVES

- Increase compliance of stakeholders through Approval of 11 Municipal Bye-Laws and User Fees.
- Completion of State of Environment Report.
- Improved Quality of service through certification of Council to ISO 9001:2015 Quality Management System.
- Improve response and resilience of the town to disasters by operationalising the DRR component within Council.

KEY PERFORMANCE HIGHLIGHTS

58 Health Clearance Issued

55% increase from previous year, demonstrating improve compliance and service delivery

137 Routine Inspections Conducted

20% increase in food establishment inspections ensuring public safety standards

1.6m kilograms of waste collected

Comprehensive waste management serving residential and commercial sectors

INTRODUCTION

The Public Health and Environment Department presents its report of activities conducted during the Financial Year 2024/2025. These activities align with several Sustainable Development Goals (SDGs) relevant to the Department's core functions.

The Municipality is mandated to protect and enhance the quality of life for the public and the community by continually improving the environment in which they live (SDG 15). This is achieved through the delivery of key services such as:

- Waste management
- Food safety management
- Public health and sanitation
- Disaster management
- Nuisance abatement
- Pollution prevention

These services contribute directly to Sustainable Development Goals 6 (Clean Water and Sanitation)

and 13 (Climate Action), and are provided to a wide range of stakeholders, including residential, commercial, and corporate sectors.

The Departments consists of three (3) units namely Public Health, Environmental Management and Disaster Risk Reduction.

3.1 PUBLIC HEALTH

3.1.1 HEALTH CLEARANCE CERTIFICATES

*A health clearance certificate is a certificate that is issued to food establishments to **demonstrate compliance** to the Food Handling Regulations. The certificate is valid for a period of six (6) months and renewable thereafter.*

The Office issued a total of 58 health clearance certificates during the year under review, primarily for the renewal of restaurant and liquor licenses.

ANNUAL HEALTH CLEARANCE 2024/2025

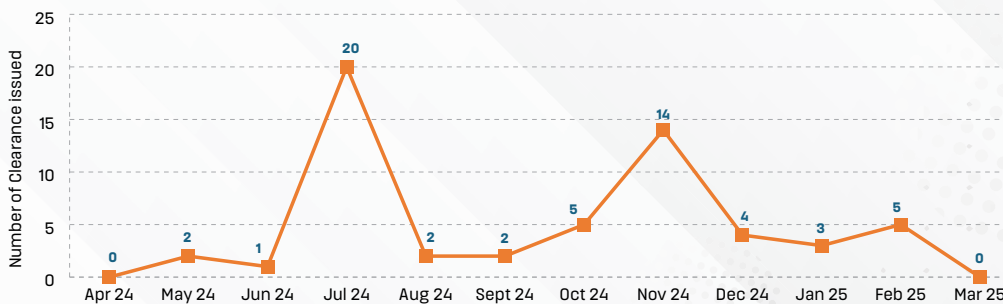


Figure 1: Health Clearances issued in the financial year 2024/25

Figures 1 and 2 indicate a significant 55% increase in the issuance of health clearance certificates in the current financial year compared to the previous year. Increase in the applications for non-food related businesses such as Beauty Spas and Salons. Additionally closer to the Annual food grading activity establishments are prompted to comply as this contributes to their overall performance.

SUMMARY OF HEALTH CLEARANCES ISSUED OVER THE PAST FINANCIAL YEARS

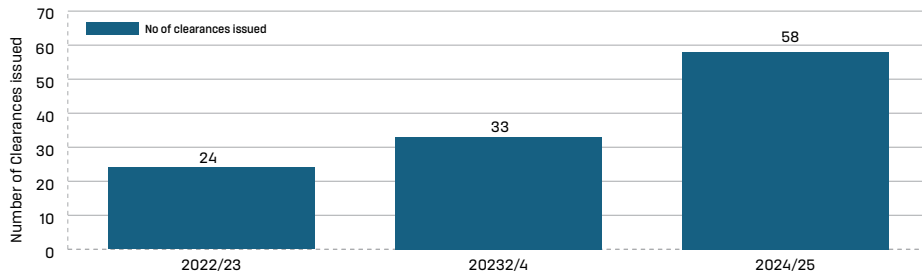


Figure 2: Summary of health clearances issued over previous years

The figure below illustrates that most health clearance certificates were issued to restaurants with liquor licenses, due to the mandatory requirement from the Ministry of Commerce, Industry and Trade to have a valid health clearance certificate prior to issuance of a liquor license.

TYPES OF HEALTH CLEARANCE CERTIFICATES

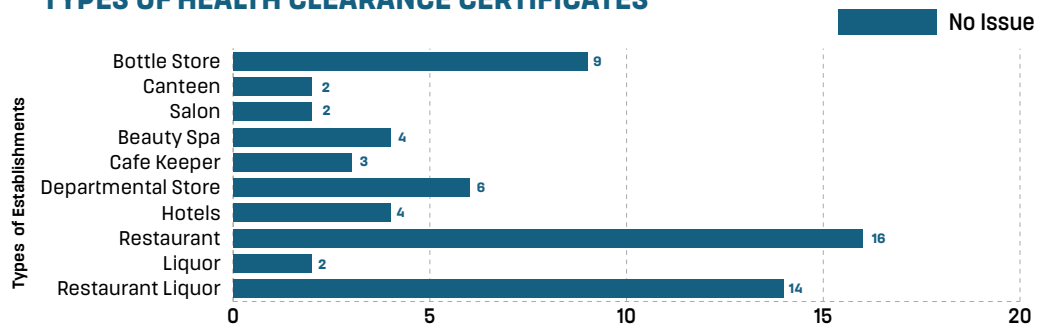


Figure 3: Types of health Clearance certificates issued in previous financial years.

3.1.2 ROUTINE INSPECTIONS

Routine inspections are unannounced periodic inspections conducted as a part of an ongoing regulatory scheme based on the establishment's risk category.

The Office conducted 137 routine inspections for all food establishments in the town. This shows an increase of 20% when compared to the previous year. Food establishments that were found to be contravening the Food Regulations of 1973 were served with Notifications of Violation.

ANNUAL SUMMARY OF ROUTINE INSPECTIONS

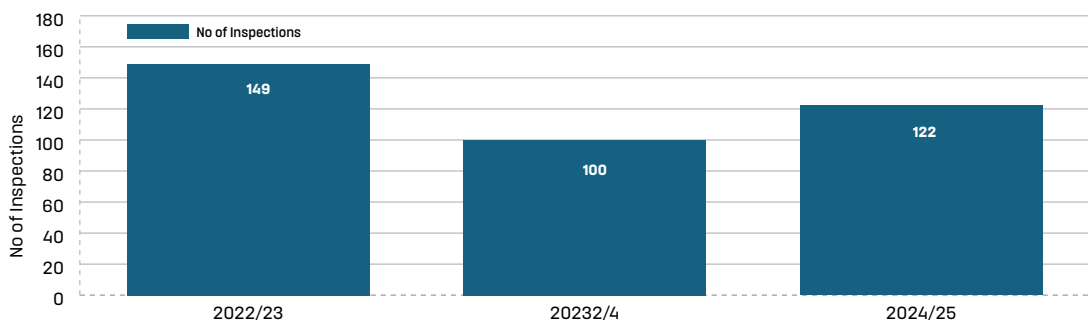


Figure 4: Number of routine inspections conducted in previous financial years.

3.1.3 FOOD SAFETY AND HYGIENE SEMINAR AND COMMEMORATION OF WORLD FOOD SAFETY 2024

The Municipality hosted a food seminar for all Ezulwini food establishments targeting food handlers. The seminar covered requirements of the Public Health (*Food Hygiene*) Regulations of 1973, Public Health (*Bakery*) Regulations of 1968, Occupational Health & Safety of 2001, and Waste

Management Regulations of 2000.

The Council commemorated World Food Safety Day 2024 under the theme **“Prepare for the Unexpected”**, in collaboration with food establishments within the urban area. The event was held alongside the 2024 Annual Food Safety Day, which took place at Happy Valley Hotel, with 85% of local food establishments in attendance.



Figure 5: Food handlers and Store Managers at the Food Seminar hosted Council during the month of June 2024

3.1.4 FOOD OUTLET GRADING

Grading of food outlets provides knowledge to customers on the status of hygiene in food premises and the general condition of the food commodities prior to purchasing.

The Office conducted the annual grading of food outlets for all establishments within Ezulwini. A total of 57 food establishments were inspected and graded, with the summary of the grades obtained presented in Figure 6.

FOOD ESTABLISHMENT GRADING 2024/25

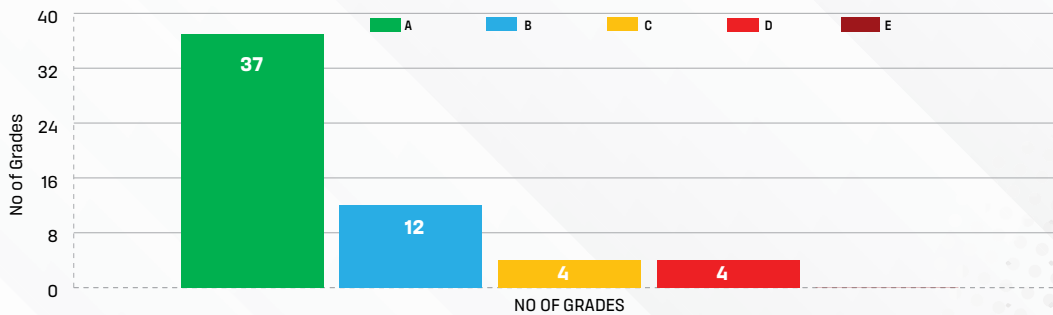


Figure 6: Outcome of the Annual Food grading for the current year.

During the year under review, the Council observed a notable improvement in the performance of food establishments, as there was a 48% increase in A-graded outlets.

FOOD GRADING RESULTS IN THE LAST 4 YEARS

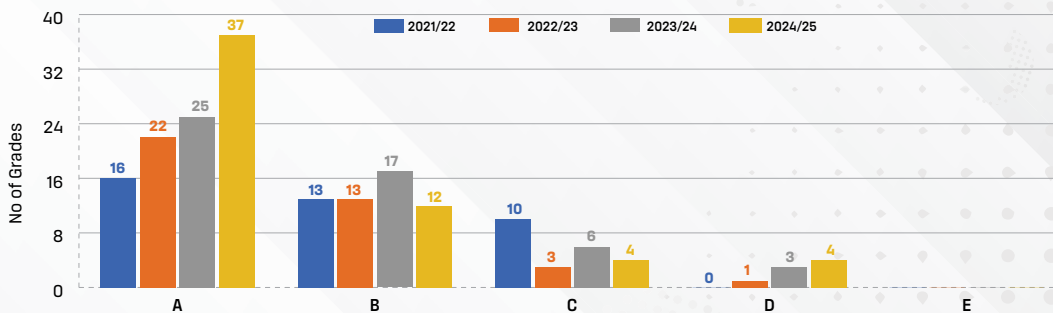


Figure 7: Food grading inspections conducted in previous financial years.

3.1.5 CONDEMNATIONS

The disposal of any food that is diseased, unsound, unwholesome, or otherwise unfit for human consumption. A total of 11.6 Tons of expired and damaged food items were seized from different food establishments in the town. This was done in accordance with the Public Health's Food Hygiene Regulations of 1973, which states that food items that are unsound, unwholesome, and unfit for human consumption are ordered to be destroyed or disposed of, to prevent human consumption.

ANNUAL CONDEMNED WASTE COLLECTED 2024/2025

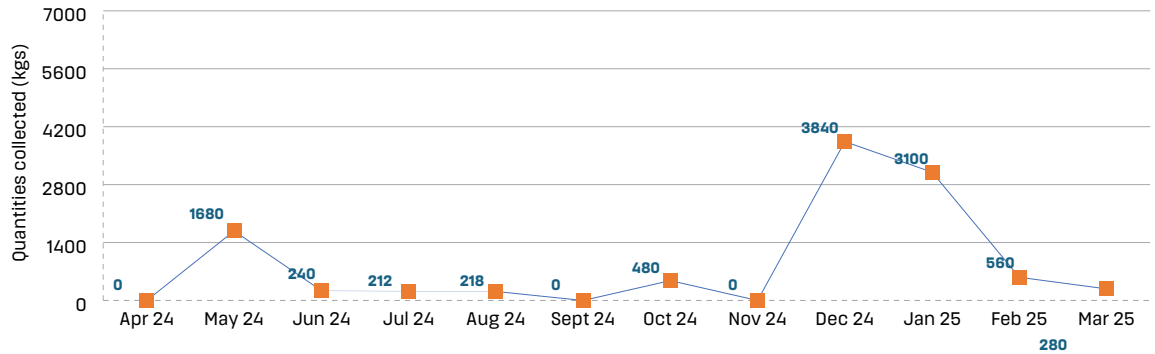


Figure 8: Summary of condemnations in for the year 2024/25

3.1.6 RABIES CAMPAIGN - DOGS AND CATS VACCINATIONS

The Office facilitated a rabies campaign and provided vaccinations for pet owners at the Local Authority Offices. A total of 79 dogs and 4 cats were vaccinated against rabies. The Office urged all pets' owners to have them regularly vaccinated and to keep them within their properties.



Figures 9: Residents vaccinating their dogs and cats at the Local Authority Premises

3.2 ENVIRONMENT MANAGEMENT

3.2.1 WASTE MANAGEMENT

The Municipality through the Public Health and Environment Department manages all municipal solid wastes (MSW) generated across the Municipality. Waste collection is carried out once a week in the residential sector and more regularly in the commercial sector. A total of 1,621,322 kilograms of total waste was collected in Ezulwini in the year under review. Of those quantities 48% of that waste was from the commercial sector, 39% from the residential sector and about 13% of the total waste collected was diverted for recycling purposes. Figure 9 below, illustrates the quantities of waste collected.



Figure 10: Summary of total waste volumes collected over the past financial years.

3.2.2 COMMERCIAL WASTE

ANNUAL COMMERCIAL WASTE COLLECTED 2024/2025

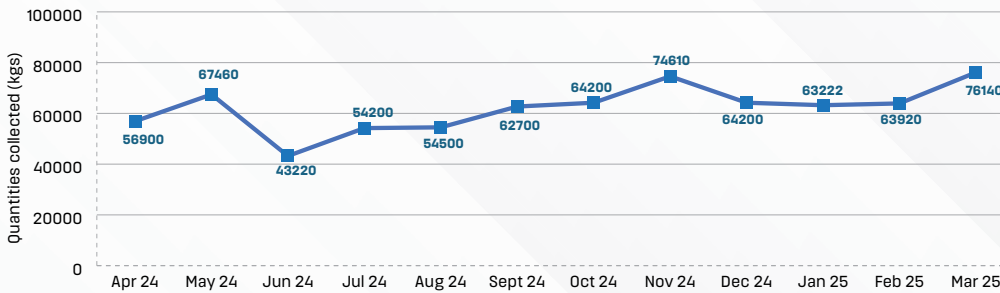


Figure 11: Commercial waste collected in the financial year 2024/25

Figure 11 above shows a steady growth in commercial waste in the town which aligns with an increase in the economic activities of the town during the period under review.

3.2.3 RESIDENTIAL WASTE

ANNUAL RESIDENTIAL WASTE COLLECTED 2024/2025

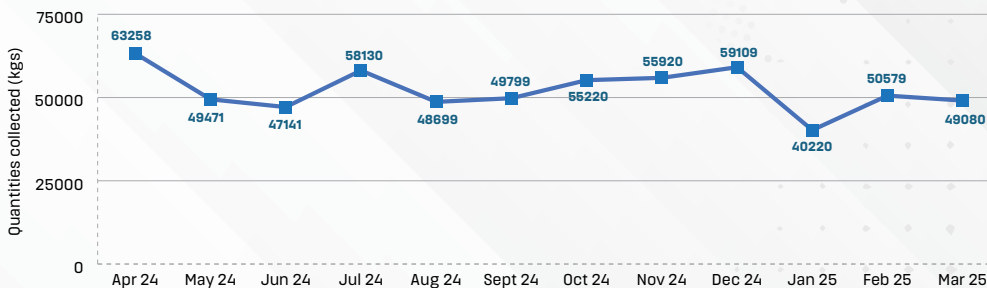


Figure 12: Residential waste collected in the financial year 2024/25

Residential waste shows declining trend which is attributed to waste segregation programs for residential establishments.

3.2.4 RECYCLING

ANNUAL HEALTHCARE WASTE COLLECTED 2024/2025

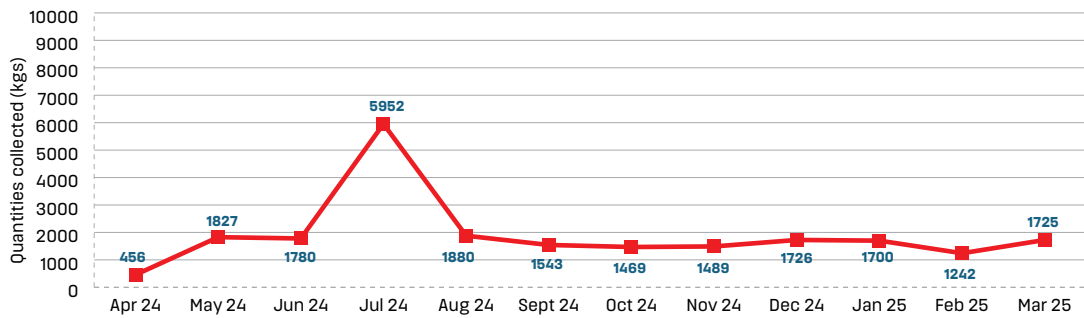


Figure 13: Recyclable materials collected in the financial year 2024/25.

Recyclable materials show a steady growth with notable increases over some months due to economic tourist activities that occurred during the period.

3.2.5 HEALTH CARE RISK WASTE (HCRW)

The Office facilitated a Health Care Risk Waste Seminar for all healthcare facilities in the town to educate waste handlers on the requirements of the National Health Care Waste Management Guidelines. The seven (7) facilities are Medisun Clinic, Clicks

Pharmacy, Ezulwini Pharmacy, LinkMed Pharmacy, Artemis, Ezulwini Private Hospital and Ezulwini Clinical Laboratory Services. All the facilities attended the seminar which was held in partnership with the Eswatini Environment Authority (EEA) and the Ministry of Health (MoH). Furthermore, the Office developed a Health Care Risk Waste (HCRW) Reporting template for usage by healthcare facilities (HCFs) in the town to monitor of volumes of HCRW generated.

The volumes of waste disposed by the HCFs in the year under review has been shown in Figure 14.

ANNUAL RECYCLABLE WASTE COLLECTED 2024/2025

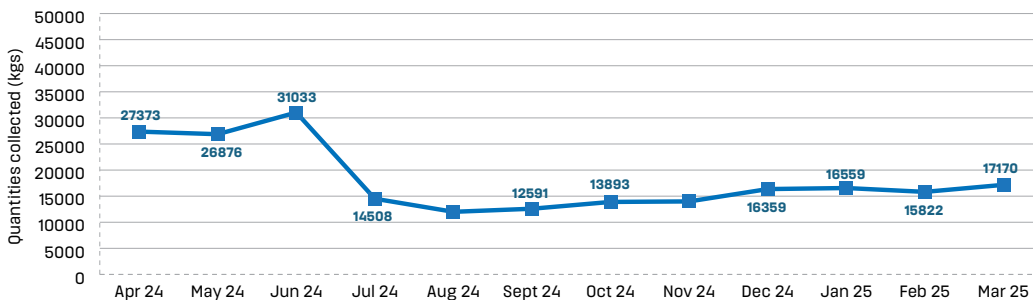


Figure 14: Health Care waste disposed in the financial year 2024/25.

There is a steady trend in the HCW disposed over the year, with a major spike in July 2024 contributed by one warehouse disposing about 4 tons of waste.

3.3 ENVIRONMENTAL PROGRAMS

3.3.1 CONTROL OF VEGETATION OVERGROWTH

To improve public safety in the Town, curb criminal activity and the harbouring of rodents and snakes, the Municipality conducted an inspection of 102 vacant properties with overgrown vegetation.

Following the inspection, Council issued a public notice requesting property owners with undeveloped plots to attend to vegetation overgrowth on their plots within 30 days. Failure to comply with the notice triggered legal proceedings as per section 13 of the Public Health Act, 1969.

3.3.2 WATER TESTING AND ANALYSIS

The Council conducted water testing for the year under review on the two (2) rivers that transverse the urban boundary in accordance with the Water Act of 2003. The rivers were the Mkhondolwane River, and Lusushwana River. All water samples underwent chemistry and microbiological tests where each sample was tested for the following: Total Coliforms, Escherichia coli, Electrical Conductivity, Turbidity, pH, Nitrate and Fluoride. The results demonstrated high levels of Total coliform emanating from warm-blooded animals, i.e. cattle from the surrounding peri - urban which use such rivers as a drinking source.

3.3.3 COMMEMORATION OF WORLD ENVIRONMENT DAY

3.3.3.2 WORLD ENVIRONMENT DAY

Council hosted an event to observe World Environment Day, which is recognized annually on June 5th. The event took place at Kobe High School and featured an awareness session focused on the theme "Land Restoration, Desertification and Drought Resilience" and the slogan "Our Land. Our Future. We Are #GenerationRestoration." Activities for the day included removing invasive alien plants, planting trees, and healing dongas that had formed near the school's sports ground.



Figure 16: Kobe High School's Green Club undertaking the tree planting and healing of a donga

3.4 CIVIC EDUCATION

3.4.1 ANNUAL WASTE MANAGEMENT MEETING

Ezulwini Municipality hosted the 2nd Annual Waste Management Meeting, at the Bethel Court. The objective of the meeting was to collaboratively review, discuss, and improve waste management practices within the Municipality through assessing the current waste management system, reviewing the progress and outcomes of ongoing waste management initiatives and conducting a brief review of the draft Bye-Laws.



Figure 17: Stakeholders and Municipal Officers during the meeting

3.4.2 TRAINING OF LITTER WARDENS FOR EZULWINI

Council facilitated a litter wardens' training for the Ezulwini Community. The training was conducted by the Eswatini Environment Authority (EEA) at the Ezulwini Umphakatsi. The training forms part of the agreed-upon action items with the 7 community wards in partnering with the Municipality on waste management issues. The training of the litter wardens will ensure the education of the community at large and later on, enforcement of the waste management regulations which will ensure all of Ezulwini has a clean environment.



Figure 18: Training proceedings with EEA

3.4.3 WASTE SEPARATION FOR CORPORATE STAKEHOLDERS

Ezulwini Municipality conducted a civic education session for corporate stakeholders. This includes, MTN Eswatini, Eswatini Revenue Services, and the

Examination Council for Eswatini to mention a few. This pertained to the waste separation at source program. This session aimed at bolstering the corporates commitment to implementing waste separation at its point of origin.



Figure 19: Waste separation civic education

3.5 ENVIRONMENTAL MONITORING OF CONSTRUCTION PROJECTS

The Council conducted inspections of five (5) construction projects to ascertain compliance with the Environment Management Act of 2002. Construction projects which are non-compliant with environmental requirements are served with Notices of Improvement which are subsequently followed by Prohibition Notices.

The following sites were inspected:

- Eswatini Water Services Corporation (EWSC) Proposed Construction of Headquarter Facelift and

Extension – Construction Associates

- Proposed Linbro Office Park Construction Site - Pro-Build
- Calabash Renovations 'Construction Project
- Construction Works on R/20/706
- Construction Work Lot 22/EM

3.6 INFORMATION, EDUCATION, COMMUNICATION (IEC) MATERIAL

The Office designed the following IEC materials in relating to Civic Education and commemoration of special days during the year under report.



Figure 20: A notice on disposal of garden waste



Figure 21: Introduction of DRR Unit



Figure 22: Promoting World Environment Day



Figure 23: Food safety awareness



Figure 24: Tips on how to prepare for disasters

started after a notice was published on May 05th 2024 on the Times of Eswatini. In addition, Webster Print assisted in gazetting the notice of intent so that it becomes a legal document.

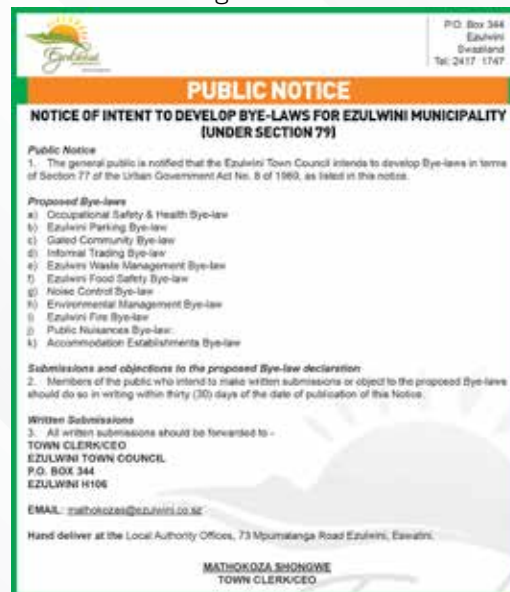


Figure 25: Advert on the newspaper on the notice of intent to publish bye-laws

3.7 INTEGRATED DEVELOPMENT PLAN (IDP)

3.7.1 DRAFTING OF MUNICIPAL BYE-LAWS AND USER FEES

Following the award of a tender to Intaka and N Nhlengethwa Joint Venture, Council concluded Stakeholder Validation after the drafting of 11 Municipal Bye Laws & User Fees. The drafting

3.7.2 ISO 9001:2015 QUALITY MANAGEMENT SYSTEM

With an aim to attain an 80% customer satisfaction index and improve service delivery for Council's customers, Council has started implementing ISO 9001:2015 Quality Management. This aligns with the Council's Strategic Objective Number 11 of Improving legislation, management systems and policies. The Council will attain certification to the management system before the end of the FY 2025/2026.

3.7.3 WASTE SEGREGATION AT SOURCE PROGRAM

The program was initiated on November 20, 2023, as a pilot in Ward 4, benefiting 500 households and some corporate establishments (located within Ward 4 e.g. MTN, FNB, and Exams Council). Initially, it achieved a waste diversion rate of 10.7% in 2024 demonstrating a promising potential for expansion. As part of the initiative, 20 unemployed youth volunteers from nearby peri-urban communities

were engaged to support public awareness campaigns and assist with household sorting efforts. This demonstrated the commitment of sustaining livelihoods for communities through sustainable waste management initiatives.

Encouraged by the success of this pilot program, the Council in October 2024 expanded the At-Source Waste Separation Program to Wards 3, 5, and 6 which ultimately contributed to waste diversion rate of 11% by March 2025.

ANNUAL VOLUMES - WASTE SEPARATION PROGRAM 2024/2025

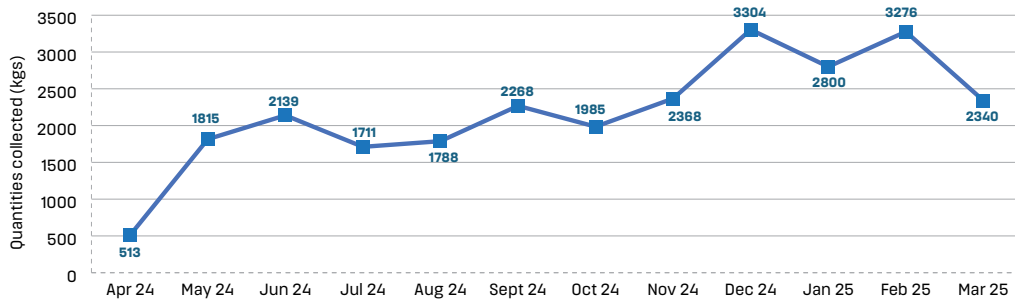


Figure 26: Summary of Performance of waste separation program

3.7.3 WASTE CHARACTERISATION SURVEY

The Council conducted a waste characterisation study aimed to identify organic and recyclable materials composition in the overall waste generated in the residential and commercial sectors. The survey was conducted to inform Council of the appropriate waste management technologies in reducing the waste volumes.

OVERALL WASTE COMPOSITION OF EZULWINI URBAN AREA

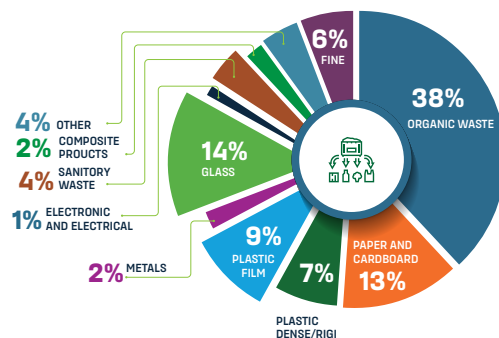


Figure 27: Waste Composition in Ezulwini Urban Area

The results are illustrated in figure 27 showing that the Organic waste fraction was found to be the largely generated stream at 38% followed by Glass at 14%, Paper and Cardboard at 13%, and Plastic at 16%. Overall, there is about 45% of recyclable materials from locally generated waste (Paper and Cardboard at 13%, Plastic dense/rigid at 7%, Plastic film at 9%, Metals at 2% and Glass at 14%). This demonstrated the potential of the town to further segregate waste at source.

3.7.4 DISASTER MANAGEMENT

Following the establishment of the Disaster Risk Reduction Unit in May 2024, the Council has achieved the following:

3.7.4.1 DROUGHT MANAGEMENT PLAN

The Municipality partnered with National Disaster Management Agency (NDMA) developed a Drought Management Plan which addresses the unique risk profile of Ezulwini Municipality. The purpose of the plan is to facilitate drought preparedness, identifying actions to be taken before and/or during drought events to reduce impacts on communities and the economy within the urban area. The plan further designates institutional responsibilities/actions for drought management by identifying who does what and when, should there be a drought in the urban area and neighbouring communities.

3.7.5 DISASTER RISK REDUCTION SCHOOLS' POSTER COMPETITION

The Municipality facilitated a schools' poster competition to mark the International Day of Disaster Risk Reduction, centred on the theme "Empowering the Next Generation for Future Resilience." This initiative raised awareness amongst students about disaster risk reduction, ensuring they are informed and prepared to foster safety in their schools.

Simiso Mamba, a Form 3 pupil from St. Mary's High School, emerged as the winner with his artwork depicting various as shown in the figure below, disasters and their management through the Sendai Framework. As a reward for his creativity and understanding, he received a prize to support his academic journey, which will be presented at

his school to further inspire his peers.

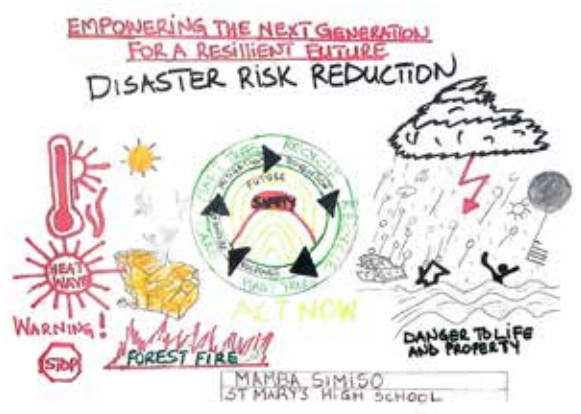


Figure 28: A poster designed by Simiso Mamba from St Mary's who emerged as the overall winner

4. CAPITAL IMPROVEMENT PROJECTS

4.1 PROCUREMENT OF WASTE COLLECTION EQUIPMENT

4.1.1 SKIP LOADER TRUCK

The Municipality procured a skip loader truck with an aim to improve service delivery amongst the commercial clients. The need for an additional fleet is necessitated by the rapid growth and development of the town particularly around the commercial sector.



Figure 29: Newly procured skip loader truck

4.1.2 WASTE SKIP BINS

The Council procured five (5) skip bins for the year under review. This infrastructure will assist in keeping the town clean and improve service delivery.



Figure 30 & 31: Newly procured skip bins for the financial year 2024/25



4.0 TOWN PLANNING DEPARTMENT

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INTRODUCTION

Through continued efforts to implement the Ezulwini Municipality's IDP as well as the Ezulwini Town Planning Scheme, 2018, the Department's achievements in the 2024/25 financial year are an outcome of collaboration with Council, Ezulwini Municipality management, external and corporate partners, as well as community stakeholders.

1. KEY ACCOMPLISHMENTS:

- Commencement of the Development of a new Ezulwini Town Planning Scheme.
- Signing of a memorandum of understand (MOU) Junior Achievement to implement youth programmes.
- Hosted 16 flea markets to enhance informal economic activity.
- Empowerment of informal vendors with entrepreneurship skills such as marketing strategies, financial management, and customer service.
- Development of Mukela POS. it was convened in February 2025 and completed in May 2025.

2. FUTURE GOALS

- Development and activation of at least two public open spaces within the urban area by the end of the 2025/26 financial year.
- Organize and host events and activities aimed at boosting tourism and attracting visitors to the town.

3. SUMMARY OF LAND-USE APPLICATIONS (PER TYPE: 2024/25)

The Department processed eight (8) land use applications during the 2024/2025 Financial Year. This shows a 15% decrease compared to the previous financial year, where fourteen (14) applications were processed.

KEY PERFORMANCE HIGHLIGHTS

5 milestones, 80% draft progress

Marked strong advancement in the new Ezulwini Town Planning Scheme.

17 flea markets, 42 stalls 100% booked

Strengthened informal trade and boosted local economic vibrancy.

74 vendors trained, 91% female participation

Enhanced entrepreneurship, financial literacy, and business sustainability.

Table 1: Land use applications processed in the 2024/25 financial year

Type of Application	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Total
Special Consent Applications		1		1			2
Home Offices Application				1			1
Rezoning applications		1				1	2
Subdivisions				1	1	1	3
Human Settlements							
Variations							
Sectional Title Applications							
Total	0	2	0	3	1	2	8

Land use applications.

4. PREPARATION OF EZULWINI TOWN PLANNING SCHEME

The Ezulwini Town Planning Scheme (ETPS) was initiated in response to the town's exceptional growth over the past five years. Ezulwini has rapidly evolved from a predominantly leisure tourism destination to a vibrant cooperate town with growing cooperate, commercial, and institutional developments. This shift necessitated the development of a new, forward-looking Town Planning Scheme that aligns with the town's changing spatial dynamics, economic drivers, and future aspirations.

A modern Town Planning Scheme is critical in ensuring that land use planning remains responsive, inclusive, and aligned with national legislation and sustainable development principles. The new Town Planning Scheme is designed to guide orderly development, promote investment in different economic sectors, and provide a clear framework for infrastructure planning, environmental protection, and urban resilience.

VIP Property Planning Consultants (Pty) Ltd were appointed to lead the development of the new Scheme. Key milestones achieved during the reporting period included:

Inception meeting held in May 2024, and submission of the Inception Report outlining the methodology, legislative framework, and stakeholder engagement approach.

Commencement of comprehensive land use

assessment. The first draft of the Background Study was submitted in June 2024. It captured the town's current development status and formed the foundation for future planning. Feedback from Council and stakeholders was consolidated and incorporated.

Several strategic engagements were undertaken, including meetings with key ministries, service providers, and community members. Notably, public and institutional engagement sessions were held in December 2024 to review Volumes 1 and 2.

The Structure Plan was submitted in November 2024, translating findings from the Background Study into a spatial framework for future growth. It was presented to the Ministry of Housing and Urban Development and comments from the Ministry were incorporated in the report.

The Development Plan was submitted in February 2025 and outlines implementation strategies to achieve the Town's spatial vision.

Work began on the Development Code in March 2025. It will provide regulatory guidelines for land use and development control. The first draft is to be submitted in April 2025.

Once completed, the four volumes will form the Final Draft Ezulwini Town Planning Scheme. This comprehensive planning tool will serve as a blueprint for sustainable urban development and spatial transformation in Ezulwini, ensuring that growth is well-managed, inclusive, and future-proof.

5. LOCAL ECONOMIC DEVELOPMENT

The Office successfully hosted a four-day training session for all informal vendors in the town in March 2025. The training took place at the Eswatini Co-operative Development College

(ECODEC) and aimed to equip SMMEs with essential skills to strengthen their businesses and ensure sustainability. The training covered a range of topics, including customer service excellence, building strong relationships with customers, marketing strategies, and financial management. This initiative was designed to help vendors start the year with clear business goals and a stronger foundation for growth. A total of 74 vendors participated, with females making up the majority, with only 7 males (9% of attendees).



Figure 1: Vendors attending the Entrepreneurship skills training

6. UNEMPLOYMENT REDUCTION INITIATIVES

The Office continued to support the *Gwacatela Nsika* women's cooperative, which produces compost and fertilizer from food waste, by offering marketing platforms and resources to help boost their sales. During the maize planting and rainy season, the Office funded a voice-over radio advert that aired on EBIS 1 to take advantage of the increased demand for fertilizer. This initiative had a significant impact on the cooperative's income, with earnings increasing from E580 in October to E16,000 in November and December 2024.

In preparation for the anticipated sales surge, the Office also assisted in product packaging by facilitating the sealing of fertilizer bags. These efforts reflected the Municipality's commitment to reducing poverty and promoting sustainable development by empowering cooperatives, supporting marginalized groups, and advancing SDG 1: No Poverty through income-generating opportunities.



Figure 2: Bags of compost prepared for sealing

6.1 FLEA MARKETS

The Office hosted a total of seventeen (17) flea markets on Saturdays, along Tea Road opposite the Crescent Shopping Centre and at the Gables Shopping Centre. This is an ongoing local economic development programme that aims to provide a platform to enhance economic activity of the informal sector in the town, as well as increase tourism. The flea market provides Forty-Two (42) market stalls, that are always fully booked for each market date. As the flea market grows, it attracts people into the town, which in turn contributes to the social, cultural and economic aspects which are important for the town's vibrancy and economic development.



Figure 3: Flea Market

7. PARKS MANAGEMENT

The Ezulwini Municipality's public open spaces were maintained and kept clear while working on strategies to activate the public open spaces so they can be used by the public. 10.3 hectares of land was cleared and maintained in the year.

Table 2: Public Open spaces cleared in the financial year

PLOT DESCRIPTION	AREA (square meters)
45 Goje Township	2514
37 Mountain View Township	26712
12 Mahlanganisa Township	2433
129 Mantenga Township	13614
131 Mantenga Township	3498
132 Mantenga Township	38743
10/35 Natex Township	3498
11/35 Natex Township	502
38 Mountain view Township	10568
4 Thembelisha Township	1486
Total	103496 (10.3 Hectares)



Figure 4: Cleared public open spaces

7.1 PELUM GARDEN

7.1.1 ACTIVATION AND LAUNCH OF THE PELUM GARDEN

The Municipality, in collaboration with Participatory Ecological Land Use Management (PELUM) Eswatini, launched the Agroecology Training and Demonstration Centre in October 2024 at Lot 38 Mountain View Township where the project is located.

The garden serves as a model and learning hub for the public, offering practical demonstrations and training to individuals interested in replicating sustainable gardening techniques in their own homes. This is implemented in efforts to encourage optimal use of available urban spaces whilst protecting the environment and encouraging healthy communities. This in its minute way is also geared towards contributing to urban food security.

FARMING
Times of Eswatini – Wednesday, October 9, 2024
PAGE 31

Agroecology Centre for small, medium scale farmers

On October 2, 2024, PELUM Eswatini in partnership with the Ezulwini Municipality, local member organisations and stakeholders, proudly launched the Agroecology Training and Demonstration Center in Ezulwini.

The centre will be used as a practical demonstration site for agroecological and permaculture approaches to food production. Demonstrations will cover what is possible for small scale to medium scale farming, including approaches which can be applied by both rural and urban communities. Below are some of the demonstrations that will be available:

- Rainwater harvesting and grey water use:** Practical training on water harvesting and recycling, beneficial for peri-urban areas.
- Dry sanitation (compost toilets):** Demonstrations on constructing and using compost toilets with natural materials.
- Indigenous tree nursery:** Propagation and sale of indigenous trees to support the centre's sustainability.
- Compost area:** Various composting methods and bio-fertiliser production, with opportunities for the public to contribute compostables.
- Recycle area:** Collection of sorted recyclables for recycling centres and upcycling initiatives to turn trash into useful items.
- Natural building demonstration:** Construction of office and classroom spaces using adobe bricks and recycled materials, showcasing natural building techniques.
- Farmers' market:** Hosting local organic farmers to sell their produce, with an on-site shop to generate income for the centre.
- Solar power:** Use of solar energy to minimise operational costs and

A tour of the site, where vegetables are also planted in old tyres, buckets, sacks and old pipes. (Courtesy pics)

The cutting off the ribbon officially launched the ATDC by PELUM Programmes Manager Andile Dlamini and the Ezulwini Mayor's representative, Deputy Mayor, Comfort Hlopho (R) SAHEE Foundation representative Gabriela Landolt making her remarks during the Launch.

How community members can get involved
The centre will be a green garden area in the centre of the city and the public will have easy access and view of the facility. This is in line with the general agenda of the municipality to create green spaces for the community.

Organisations to conduct training for the different members of society including farmers, youth, church groups, and the general public, using the centre as a demonstration facility. The space also becomes an umbrella for organising meetings, training and other community activities.

ing food suitable for any kind of location: be it in the rural or urban setting, dry land, small scale, backyard garden, or even medium scale.

A space for civic and environmental awareness
This space can be used as an

Ezulwini Municipality CEO Mathokoza Shongwe, making his opening remarks during the launch.

recycling, the centre will demonstrate water access enhancement and sanitation.

Focal point for recycling and composting
The centre is a focal point for food waste, general waste and recycling. This will ensure that less organic waste goes to the landfill, while at the same time ensuring the centre has a constant supply of compost for the vegetables production.

Source of healthy organic produce
The centre will also provide a reliable year-long supply of locally grown, organic produce for consumers, either through direct purchase of from the supermarket. On a broader scale, the centre contributes to national efforts to enhance food, security and sovereignty, ensuring that household and the Eswatini nation at large, can produce their own food, sustainably.

The launch of this centre is a significant milestone for the Ezulwini community and Eswatini, as a whole. It represents a commitment to sustainable agriculture and environmental stewardship. For the local community, it means



Figure 5: Pelum Garden at Lot 38

7.2 PELUM GARDEN ACTIVITIES

Following the launch, a number of activities have taken place at the PELUM garden located at Mountain View Township, fulfilling its main objective of engaging and educating the community about sustainable agriculture through practical hands-on experience. The following activities were undertaken:

The Agroecology Training and Demonstration Centre (ATDC) hosted 60 representatives from all 11 country chapters of the Rural Women's Assembly, including the Eswatini Rural Women's Assembly - Sicandvulo Sabomake.



Figure 6: Eswatini Rural Women's Assembly members at the Garden



Furthermore, the ATDC hosted a group of 32 students from Regent Business School between the ages of 19 and 26 years. This was an educational excursion related to an ongoing project by the school focused on the development and implementation of urban gardening initiatives. The students were engaged in exploring the concept of cultivating a sustainable future through urban gardening projects.



Figure 7: Students from Regent School in the Urban Garden

A two-day workshop was conducted on Agroecology, where officers from Member Organizations of PELUM were sensitised on Agroecology, including principles, elements and practise.





Figure 8: Participants during their sessions being sensitised on Agroecology

The Office has adopted a proactive approach of engaging stakeholders in the development of public open spaces. This practice ensures that their input is captured early in the planning stages, allowing the projects to better reflect the community's needs and expectations. By involving stakeholders from the outset, the Office not only gathers valuable insights but also fosters a sense of ownership and shared responsibility among community members. This inclusive approach has proven essential in building trust, encouraging collaboration, and ensuring the long-term success and sustainability of the parks.

To this end, the Office conducted a community survey to gather input for the development of Public Open Spaces located on lots 52 Mukela Township and 37 Mountain View Township. The goal is to create parks that reflect the needs and preferences of the users. Although the overall response rate was lower than anticipated, the feedback received offered a general idea of the communities' needs.

7.3 PUBLIC OPEN SPACE DEVELOPMENT

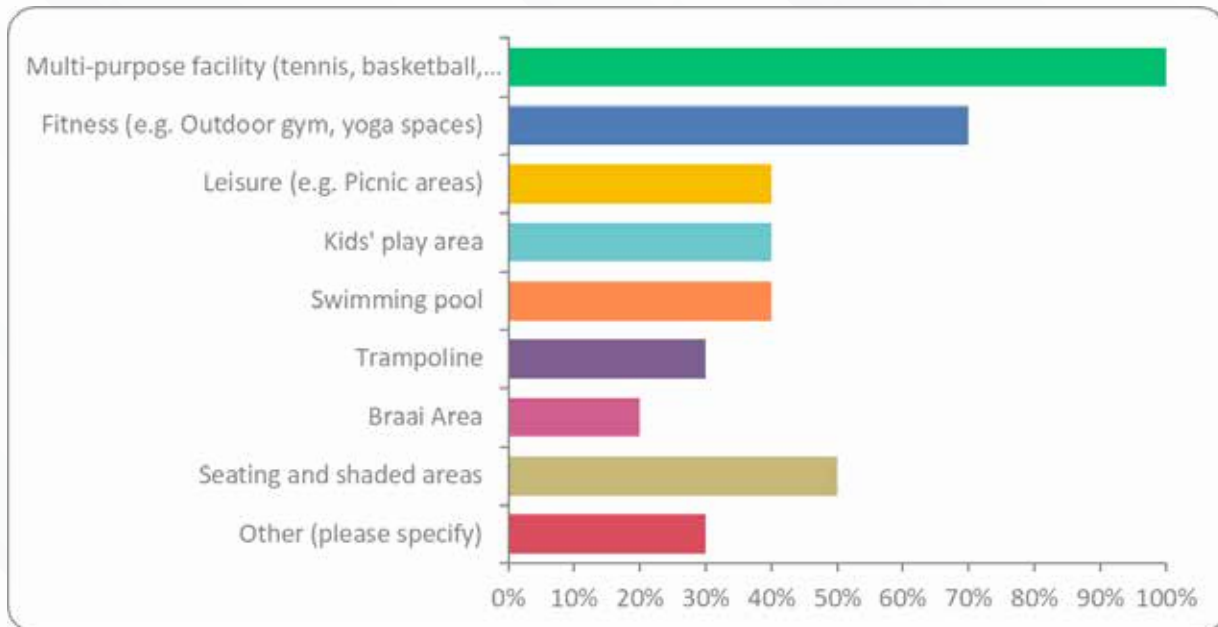


Figure 9: Responses from one of the questions of the survey for the development of LOT 37 Mountain View POS

The Municipality, in collaboration with Participatory Ecological Land Use Management (PELUM) Eswatini, launched the Agroecology Training and Demonstration Centre in October 2024 at Lot 38 Mountain View Township where the project is located.

[read more on page 43](#)

5.0 WORKS AND MAINTENANCE DEPARTMENT

DEPARTMENTAL REPORTS

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EXECUTIVE SUMMARY

During the 2024/2025 financial year, the Works and Maintenance Department of Ezulwini Municipality delivered notable progress in infrastructure development, service delivery, and alignment with the Municipality's strategic objectives and the Sustainable Development Goals (SDGs).

Key Accomplishments included the procurement

of a skip truck to strengthen waste management operations, the conversion of 74 High-Pressure Sodium (HPS) streetlights to LED technology resulting in a 40% reduction in electricity consumption, and the rehabilitation of Mantenga Drive and Mdzenga Close, improving accessibility and road safety.

Strategic Performance was achieved through cost containment measures under Strategic Objective 13, efficient transport enhancements under Objective 5, and alignment with SDG 11 (sustainable cities and communities), SDG 16 (inclusive institutions), and SDG 8 (decent work and economic growth).

Risks identified during the year included aging infrastructure, traffic congestion risks due to rapid development, and vulnerabilities from unpredictable weather patterns. However, opportunities emerged through stronger stakeholder collaboration, adoption of green infrastructure, and the development of a comprehensive mobility plan.


The Municipality also oversaw major developments in Ezulwini, including the completion of the Eswatini Water Service Corporation Office and ongoing progress of other strategic projects such as the Eswatini Communications Commission Office and Medisun Hospital.

In terms of regulatory functions, 18 building applications were approved during the year with an estimated development value of E22 million, further reflecting growth in both the residential and commercial property sectors.

Looking ahead, the Department will continue to prioritize the implementation of the Comprehensive Mobility Plan, development of a Comprehensive

KEY PERFORMANCE HIGHLIGHTS


E305m
Total Development Value


83% Average Project progress

40% Electricity Reduction

The conversion of 74 High pressure sodium streetlights to LED technology across three key locations has delivered significant operational benefits and cost savings for the municipality.

Drainage Plan, improvements in traffic and pedestrian safety, expansion of walkways and cycling lanes, and integration of smart technologies to enhance efficiency and resilience in service delivery.

KEY ACCOMPLISHMENTS

- Procurement of a skip truck.
- Conversion of High-Pressure Sodium (HPS) Lights to LED lights at Mukela Township, Mpumalanga Road and Ngonini Road.
- Rehabilitation of Mdzenga Close and Mantenga Drive.

PERFORMANCE AGAINST THE STRATEGY

1. OBJECTIVE NUMBER 13: COST CONTAINMENT

Conversion of HPS lights to LED lights – As part of Strategic Objective 13 on cost containment, the Council completed the conversion of 74 High-Pressure Sodium (HPS) streetlights to energy-efficient LED technology. The lights were upgraded along Mpumalanga Crescent Road (33), Ngonini Road (23), and Mukela Township (18). Post-conversion monitoring has shown a 40% reduction in electricity consumption, resulting in significant operational savings and reduced maintenance costs. This is in line with the strategic objective 13, cost containment.

2. OBJECTIVE NUMBER 5: EFFICIENT TRANSPORT BY 2024

Rehabilitation of Mdzenga Close and Mantenga Drive – The Council successfully completed the rehabilitation of Mdzenga Close and Mantenga Drive, totalling 190 meters in length. Located in Wards 3 and 4 respectively, these roads play a strategic role in enhancing accessibility to key commercial and tourism areas, improving local mobility and road safety, and supporting economic activity. The project aligns with the Municipality's Integrated Development Plan goal of achieving 80% asphalt-surfaced roads by 2024.

RISKS AND OPPORTUNITIES

Risks

Aging infrastructure - the MR103 road infrastructure

requires higher maintenance demands, and these have potential service disruption.

Traffic & Mobility – the current road network may not keep pace with the rapid commercial development leading to congestion and unsafe pedestrian environments.

Unpredictable weather patterns - the extreme weather events due to climate change pose a threat to roads and drainage systems leading to erosion and accelerated infrastructure deterioration.

Opportunities

Stakeholder collaboration - partnering with utility providers, the Ministry of Public Works and Transport and corporates to offer coordinated solutions to shared infrastructure.

Green infrastructure - adoption of sustainable construction methods and energy efficient assets aligning with global urban resilience.

Mobility Plan – partnership with entities in implementing the mobility plan to accommodate urban growth.

CHALLENGES

- Limited support for MR103 maintenance and upgrading from the Ministry of Public Works & Transport,
- Development constraints on privately owned land, several key access routes, pose challenges in planning, upgrading and maintaining these roads as the Council must negotiate or wait for formal acquisition processes resulting in slow paced development..

FUTURE GOALS AND OBJECTIVES

- Continued implementation of the Comprehensive Mobility Plan
- Develop and implement a Comprehensive Drainage Plan
- Improve traffic and pedestrian safety
- Expand the network of walkways and Cycle lanes
- Adopt the internet of things



SDG'S

3. INTRODUCTION

The Works and Maintenance Department presents the following report of activities conducted for the Financial Year 2024/2025. The above are the Sustainable Development Goal (SDGs) which align to the functions carried out by the Department. The Municipality has the mandate of providing an inclusive, safe resilient and sustainable environment SDG 11&16. This is achieved through the provision of services regulating development, maintaining the existing infrastructure and implementation of infrastructure projects to suit the needs of the Town. The implementation of projects is executed through appointment of qualifying contractors who give preference to hiring the unemployed youth in and around Ezulwini SGD 8.

4. CAPITAL IMPROVEMENT PROJECTS

4.1 PROCUREMENT OF A SKIP TRUCK

The procurement of a skip truck marks a significant milestone in enhancing waste management and service delivery in Ezulwini. This investment strengthens the municipality's capacity to efficiently collect and transport waste, ensuring cleaner public spaces and improved service delivery for residents and businesses. The skip truck contributes to the vision of becoming a green and sustainable environment, was delivered in March 2025.



Figure 1 The new skip truck for waste management activities.

4.2 REHABILITATION PROJECTS

4.2.1 Rehabilitation of Mantenga Drive and Mdzenga Close

Rehabilitation of Mdzenga Close and Mantenga Drive – The Council successfully completed critical road infrastructure projects in Ward 3 Mantenga Drive and Ward 4 Mdzenga Close. These roads serve strategic

functions in the town's transport and enhancing accessibility and providing support to the local economy.

The project objectives are to improve access to key commercial and tourism nodes. Enhance local road safety and mobility and support economic activity through improved road infrastructure. These roads had a total length of 190m. and were completed in a period of two months, in July 2024. This is line with the Integrated Development Plan to have 80 % asphalt surfaced roads by 2024. Below are pictures of the completed project.



Figure 2: Rehabilitated Mantenga Drive and Mdzenga Close.

4.2.2 CONVERSION OF HPS LIGHTS TO LED LIGHTS

The Council undertook the replacement of HPS lights with LED technology. The number of lights converted were seventy-four (74). These lights were converted at the following street, Mpumalanga Crescent Road (33) and Ngonini Road (23) and Mukela Township (18). Post conversion monitoring indicates a 40% reduction in electricity consumption contributing to operational savings and reduced utility costs and maintenance requirements. This is in line with the strategic objective 13, cost containment.



Figure 3: Conversion of HPS to LED lights along Mpumalanga Road.

5. MAJOR DEVELOPMENTS IN EZULWINI

General Infrastructure Maintenance

- High mast maintenance
- Street light maintenance including MR103
- Road infrastructure maintenance including MR103
- Road reserve maintenance including MR103

The following are major developments within Ezulwini. See the table below. Two developments were completed within the reporting period under the supervision of the Municipality. These include the Eswatini Water Services Office in Ezulwini.

Table 1: Information on Major Projects in Ezulwini

Development	Estimated Value (E) of Development	Proposed Start – Finish date	Progress (%)
Eswatini Communications Commission Office Building	198 million	February 2022 – TBC	95%
Eswatini Water Service Corporation Office	90 million	December 2022 – June 2024	100%
Medisun Hospital	17.2 million	July 2021 – TBC	55.0%



Figure 4 The development of Eswatini Water Service Corporation Office

4.2.3 BUILDING APPLICATIONS RECEIVED

Below are building applications received from April 2024 to March 2025:



5.1 Building applications Approved for the FY 2023/2024



Figure 5: Building applications 3-year trend.

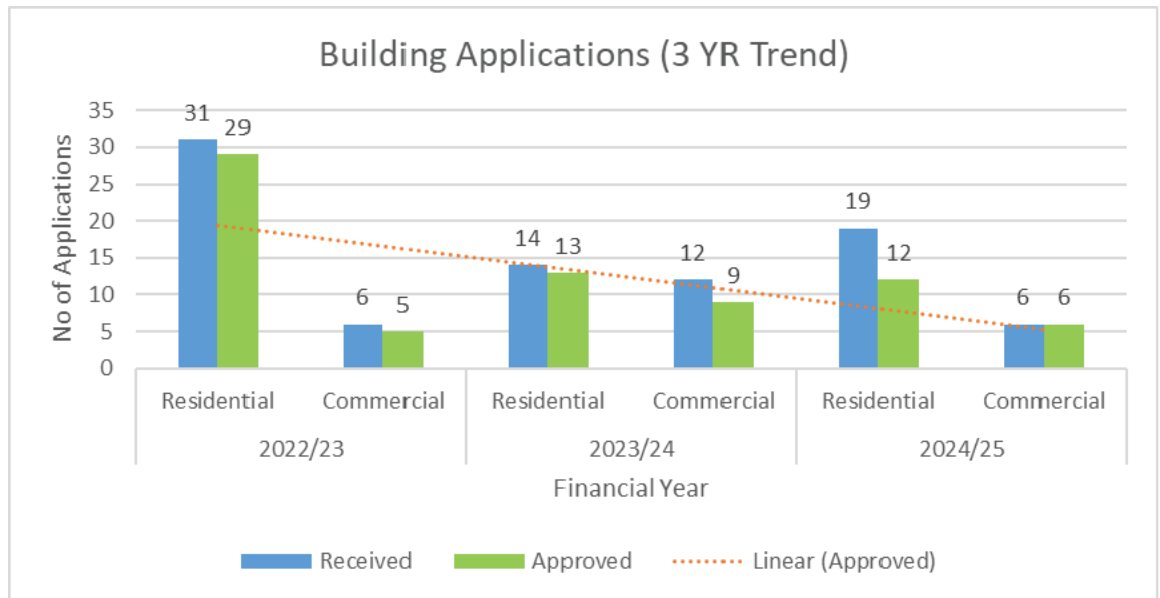


Table 2: Building Applications Approved FY 2024/25

BUILDING APPLICATIONS APPROVED FOR FY 2024/2025								
	QTY	RESIDENTIAL			QTY	COMMERCIAL		
		NEW	QTY	ADDITIONS		NEW	QTY	ADDITIONS
Q1	2	E4,860,250.00	2	E1,230,000.00	-	-	1	E136,853.75
Q2	5	E14,626,000.00	1	E360,990.00	-	-	2	E320,000.00
Q3	-	-	1	E110,000.00	-	-	1	E150,000.00
Q4	-	-	1	E27,645.00	-	-	2	E255,000.00
TOTAL	7	E19,486,250.00	5	1,728,635.00	-	-	6	E861,853.75
							Total applications approved	18
							Estimated Value	E22,076,738.75



Officials from the Treasury Department



Works and maintenance

ANNUAL FINANCIAL STATEMENTS

for the year ended 31 March 2025

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General Information

Country of incorporation and domicile	Eswatini
Councillors	<p>Cllr. Refiloe Mamogobo - Chairperson</p> <p>Cllr. Comfort Hlophe - Vice Chairperson</p> <p>Cllr. Bongile Mbingo - Member</p> <p>Cllr. Sandile Dlamini - Finance Chair</p> <p>Cllr. Zodwa Dlamini - Member</p> <p>Cllr. Darren Raw - Member</p> <p>Cllr. Edmund Mazibuko - Member</p> <p>Cllr. Jabulani Mathonsi - Member</p>
Senior Management	<p>Mathokoza Shongwe - Town Clerk</p> <p>Ntombizodwa Vilakati -Town Treasurer</p> <p>Xolile Maphanga - Public Health and Environment Manager</p> <p>Phutfuma Shongwe - Town Engineer</p> <p>Leonard Bennett - Corporate Services Manager</p> <p>Sihle Mkhathshwa - Town Planner</p>
Business address	73 Mpumulanga Road Ezulwini
Postal address	P.O. Box 344 Ezulwini Eswatini
Bankers	<p>Standard Bank (Eswatini) Limited</p> <p>First National Bank of Eswatini Limited Nedbank Swaziland Limited Swaziland Building Society</p> <p>African Alliance</p>
Auditors	Kobla Quashie and Associates Chartered Accountants (Eswatini)

Financial Performance

REVENUE

↑ **5.3%**

2025 2024
E33.8m E32.2m

COST OF SALES

↑ **28.7%**

2025 2024
E8.9m E6.9m

GROSS PROFIT

↓ **1.1%**

2025 2024
E25.0m E25.2m

OTHER INCOME

↓ **48.7%**

2025 2024
E2.3m E4.3m

OPERATING EXPENSES

↑ **24.9%**

2025 2024
E24.9m E20.1m

OPERATING SURPLUS

↓ **75%**

2025 2024
E2.3m E9.5m

INVESTMENT REVENUE

↑ **31%**

2025 2024
E2.9m E2.2m

PROFIT FOR THE YEAR

↓ **55%**

2025 2024
E5.2m E11.7m

Ezulwini Town Council

Annual Financial Statements for the year ended 31 March 2025

Councillors' Responsibilities and Approval

The Councillors are required by Section 102(3) of the Urban Local Government Act, 1969 and Section 93 of the Urban Government Financial Reporting Regulations of 1969 to maintain adequate accounting records and are responsible for the content and integrity of the annual financial statements and related financial information included in this report. It is their responsibility to ensure that the annual financial statements fairly present the state of affairs of the council as at the end of the financial year and the results of its operations and cash flows for the period then ended, in conformity with International Financial Reporting Standards for Small and Medium Sized Entities (IFRS for SMEs) and Section 102(3) of the Urban Local Government Act, 1969 and Section 93 of the Urban Government Financial Reporting Regulations Act of 1969. The external auditors are engaged to express an independent opinion on the annual financial statements.

The annual financial statements are prepared in accordance with International Financial Reporting Standards for Small and Medium Sized Entities (IFRS for SMEs) and Section 102(3) of the Urban Local Government Act, 1969 and Section 93 of the Urban Government Financial Reporting Regulations Act of 1969, and are based upon appropriate accounting policies consistently applied and supported by reasonable and prudent judgments and estimates.

The Councillors acknowledge that they are ultimately responsible for the system of internal financial control established by the council and place considerable importance on maintaining a strong control environment. To enable the Councillors to meet these responsibilities, the council sets standards for internal control aimed at reducing the risk of error or loss in a cost effective manner. The standards include the proper delegation of responsibilities within a clearly defined framework, effective accounting procedures and adequate segregation of duties to ensure an acceptable level of risk. These controls are monitored throughout the

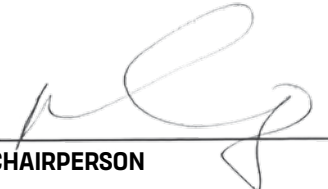
council and all employees are required to maintain the highest ethical standards in ensuring the council's business is conducted in a manner that in all reasonable circumstances is above reproach. The focus of risk management in the board is on identifying, assessing, managing and monitoring all known forms of risk across the council. While operating risk cannot be fully eliminated, the council endeavours to minimise it by ensuring that appropriate infrastructure, controls, systems and ethical behaviour are applied and managed within predetermined procedures and constraints.

The Councillors are of the opinion, based on the information and explanations given by management, that the system of internal control provides reasonable assurance that the financial records may be relied on for the preparation of the annual financial statements. However, any system of internal financial control can provide only reasonable, and not absolute, assurance against material misstatement or loss.

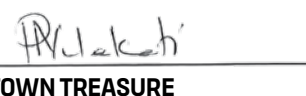
The Councillors have reviewed the council's cash flow forecast for the year ending 31 March 2026 and, in the light of this review and the current financial position, they are satisfied that the council has or has access to adequate resources to continue in operational existence for the foreseeable future.

The external auditors are responsible for independently reviewing and reporting on the council's annual financial statements. The annual financial statements have been examined by the council's external auditors and their report is presented on page 4.

The annual financial statements set out on pages 6 to 21, which have been prepared on the going concern basis, were approved by the Councillors on 15 August 2025 and were signed on its behalf by:



CHAIRPERSON



TOWN TREASURER



TOWN CLERK

KOBLA QUASHIE AND ASSOCIATES



Mallya House, Lot 137, Esser Street
P.O. Box 710, Manzini M200, Eswatini
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E-mail: info@koblaquashie.co.sz
Website: www.koblaquashie.com

CHARTERED ACCOUNTANTS (SD)

Independent Auditors' Report

To the members of Ezulwini Town Council
Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of Ezulwini Town Council as set out on pages 7 to 19, which comprise the statement of financial position as at 31 March 2025, the statements of profit or loss and other comprehensive income, changes in equity and cash flows for the year then ended, and notes, comprising significant accounting policies and other explanatory information.

In our opinion, the annual financial statements present fairly, in all material respects, the financial position of the Council as at 31 March 2025, and its financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards for Small and Medium Enterprises (IFRS for SMEs), and in the manner required by Section 102(3) of the Urban Local Government Act, 1969 and section 93 of the Urban Government Financial Reporting Regulations Act of 1969.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the *Auditors' Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Council in accordance with International Federation of Accountants (IFAC) Code of Ethics for Professional Accountants together with the ethical requirements that are relevant to our audit of the financial statements in Eswatini and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of the Councilors and Those Charged with Governance for the Financial Statements

The Councilors are responsible for the preparation and fair presentation of the financial statements in accordance with IFRS for SMEs and for such internal control as the councilors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the councilors are responsible for assessing the Council's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Councilors either intend to liquidate the Council or to cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the Council's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists.

Partners: Kobla Quashie (Chairman), Daniel Bediako (Managing), Farai Machakata

Ezulwini Town Council

Annual Financial Statements for the year ended 31 March 2025

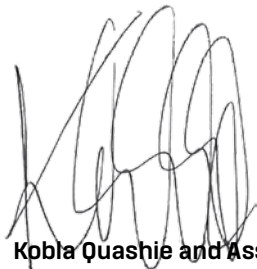
Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Council's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of

accounting estimates and related disclosures made by the management.

- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Council's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Council to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Kobla Quashie and Associates
Chartered Accountants
(Eswatini) Manzini
Registered Auditor: Daniel Bediako

15 August, 2025

Statement of Financial Position

Figures in Lilangeni	Note(s)	2025	2024
Assets			
Non-Current Assets			
Property, plant and equipment	2	93,695,123	93,340,744
Current Assets			
Financial assets held at fair value	6	27,852,988	17,718,480
Trade and other receivables	3	28,800,361	38,600,798
Cash and cash equivalents	4	7,580,898	4,641,423
		64,234,247	60,960,701
Total Assets		157,929,370	154,301,445
Equity and Liabilities			
Revaluation reserve		56,039,059	56,039,059
Accumulated funds		98,944,593	93,757,751
		154,983,652	149,796,810
Liabilities			
Current Liabilities			
Trade and other payables	5	2,371,916	3,100,561
Provisions	11	573,802	1,404,074
		2,945,718	4,504,635
Total Equity and Liabilities		157,929,370	154,301,445

Statement of Comprehensive Income

Figures in Lilangeni	Note(s)	2025	2024
Revenue		33,847,816	32,151,242
Cost of sales		(8,894,083)	(6,908,334)
Gross profit		24,953,733	25,242,908
Other income		2,256,311	4,346,488
Operating expenses		(24,884,601)	(20,120,030)
Operating surplus		2,325,443	9,469,366
Investment revenue		2,880,655	2,202,573
Profit for the year		5,206,098	11,671,939
Other comprehensive income		-	-
Total comprehensive income		5,206,098	11,671,939

Statement of Changes in Equity

Figures in Lilangeni	Revaluation reserve	Accumulated funds	Total equity
Balance at 01 April 2023	56,039,059	82,085,812	138,124,871
Changes in equity			
Total comprehensive income for the year		11,671,939	11,671,939
Total changes		11,671,939	11,671,939
Balance at 01 April 2024	56,039,059	93,757,751	149,796,810
Changes in equity			
Total comprehensive income for the year		5,206,098	5,206,098
Other non cash items		(19,256)	(19,256)
Total changes		5,186,842	5,186,842
Balance at 31 March 2025	56,039,059	98,944,593	154,983,652
Note(s)	8		

Ezulwini Town Council

Annual Financial Statements for the year ended 31 March 2025

Statement of Cash Flows

Figures in Lilangeni	Note(s)	2025	2024
Cash flows from operating activities			
Cash generated from operations	7	14,993,642	10,634,835
Interest income		2,880,655	2,202,573
Net cash from operating activities		17,874,297	12,837,408
Cash flows from investing activities			
Purchase of property, plant and equipment	2	(4,623,870)	(10,942,541)
Disposal of property, plant and equipment	2	(176,438)	9,468
Purchase of financial assets		(10,134,508)	(1,536,085)
Net cash from investing activities		(14,934,816)	(12,469,158)
Total cash movement for the year			
		2,939,481	368,250
Cash at the beginning of the year		4,641,423	4,273,173
Total cash at end of the year	4	7,580,904	4,641,423

ACCOUNTING POLICIES**1. PRESENTATION OF ANNUAL FINANCIAL STATEMENTS**

The annual financial statements have been prepared in accordance with International Financial Reporting Standards for Small and Medium Sized Entities (IFRS for SMEs) and Section 102(3) of the Urban Local Government Act, 1969 and Section 93 of the Urban Government Financial Reporting Regulations Act of 1969. The annual financial statements have been prepared on the historical cost basis as modified by the revaluation of land and buildings, and incorporate the principal accounting policies set out below. They are presented in Emalangeni.

1.1 SIGNIFICANT JUDGEMENTS

In preparing the annual financial statements, management is required to make estimates and assumptions that affect the amounts represented in the annual financial statements and related disclosures. Use of available information and the application of judgement is inherent in the formation of estimates. Actual results in the future could differ from these estimates which may be material to the annual financial statements. Significant judgements include:

Provisions

Provisions were raised and management determined an estimate based on the information available. Additional disclosure of these estimates of provisions are included in note 11 - Provisions.

1.2 PROPERTY, PLANT AND EQUIPMENT

The cost of an item of property, plant and equipment is recognised as an asset when:

- it is probable that future economic benefits

associated with the item will flow to the town council; and

- the cost of the item can be measured reliably.

Property, plant and equipment is initially measured at cost.

Costs include costs incurred initially to acquire or construct an item of property, plant and equipment and costs incurred subsequently to add to, replace part of, or service it. If a replacement cost is recognised in the carrying amount of an item of property, plant and equipment, the carrying amount of the replaced part is derecognised.

The initial estimate of the costs of dismantling and removing the item and restoring the site on which it is located is also included in the cost of property, plant and equipment, where the entity is obligated to incur such expenditure, and where the obligation arises as a result of acquiring the asset or using it for purposes other than the production of inventories.

When an item of property, plant and equipment is revalued, any accumulated depreciation at the date of the revaluation is restated proportionately with the change in the gross carrying amount of the asset so that the carrying amount of the asset after revaluation equals its revalued amount.

Property, plant and equipment are depreciated on the diminishing balance method over their expected useful lives to their estimated residual value.

ACCOUNTING POLICIES

1.2 Property, plant and equipment (continued)

The useful lives of items of property, plant and equipment have been assessed as follows:

Item	Average useful life
Land and Buildings	0-4%
Plant and Machinery	20%
Furniture and fixtures	10%
Motor vehicles and Tractors	25%
Office equipment	10%
Car ports	5%
Computer equipment	33.33%
Roads	4%
Cellphones	33.33%
High mast lights	10%
Trailers	20%

The residual value, useful life and depreciation method of each asset are reviewed at the end of each reporting period. If the expectations differ from previous estimates, the change is accounted for as a change in accounting estimate.

Each part of an item of property, plant and equipment with a cost that is significant in relation to the total cost of the item is depreciated separately.

The depreciation charge for each period is recognised in profit or loss unless it is included in the carrying amount of another asset.

The gain or loss arising from the derecognition of an item of property, plant and equipment is included in profit or loss when the item is derecognised. The gain or loss arising from the derecognition of an item of property, plant and equipment is determined as the difference between the net disposal proceeds, if any, and the carrying amount of the item.

1.3 FINANCIAL INSTRUMENTS

Initial recognition and measurement

Financial instruments are recognised initially when the council becomes a party to the contractual provisions of the instruments.

The council classifies financial instruments, or their component parts, on initial recognition as a financial asset, a financial liability or an equity instrument in accordance with the substance of the contractual arrangement.

Financial instruments are measured initially at fair value,

except for equity investments for which a fair value is not determinable, which are measured at cost and are classified as available-for-sale financial assets.

Trade and other receivables

Trade receivables are measured at initial recognition at fair value, and are subsequently measured at amortised cost using the effective interest rate method.

The carrying amount of the asset is reduced through the use of an allowance account, and the amount of the loss is recognised in profit or loss within operating expenses. When a trade receivable is uncollectable, it is written off against the allowance account for trade receivables. Subsequent recoveries of amounts previously written off are credited against operating expenses in profit or loss.

Trade and other receivables are classified as loans and receivables.

Trade and other payables

Trade payables are initially measured at fair value, and are subsequently measured at amortised cost, using the effective interest rate method.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and demand deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of changes in value. These are initially and subsequently recorded at fair value.

Held to maturity

These financial assets are initially measured at fair value plus direct transaction costs.

At subsequent reporting dates these are measured at amortised cost using the effective interest rate method, less any impairment loss recognised to reflect irrecoverable amounts. An impairment loss is recognised in profit or loss when there is objective evidence that the asset is impaired, and is measured as the difference between the investment's carrying amount and the present value of estimated future cash flows discounted at the effective interest rate computed at initial recognition. Impairment losses are reversed in subsequent periods when an increase in the investment's recoverable amount can be related objectively to an event occurring after the impairment was recognised, subject to the restriction that the carrying amount of the investment at the date the impairment is reversed shall not exceed what the amortised cost would have been had the impairment not been recognised.

Financial assets that the council has the positive intention and ability to hold to maturity are classified as held to maturity.

Ezulwini Town Council

Annual Financial Statements for the year ended 31 March 2025

ACCOUNTING POLICIES

1.4 IMPAIRMENT OF ASSETS

The council assesses at each end of the reporting period whether there is any indication that an asset may be impaired. If any such indication exists, the council estimates the recoverable amount of the asset.

Irrespective of whether there is any indication of impairment, the council also:

- tests intangible assets with an indefinite useful life or intangible assets not yet available for use for impairment annually by comparing its carrying amount with its recoverable amount. This impairment test is performed during the annual period and at the same time every period.
- tests goodwill acquired in a business combination for impairment annually.

If there is any indication that an asset may be impaired, the recoverable amount is estimated for the individual asset. If it is not possible to estimate the recoverable amount of the individual asset, the recoverable amount of the cash-generating unit to which the asset belongs is determined.

The recoverable amount of an asset or a cash-generating unit is the higher of its fair value less costs to sell and its value in use.

If the recoverable amount of an asset is less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. That reduction is an impairment loss.

An impairment loss of assets carried at cost less any accumulated depreciation or amortisation is recognised immediately in profit or loss. Any impairment loss of a revalued asset is treated as a revaluation decrease.

1.5 EMPLOYEE BENEFITS

Short-term employee benefits

The cost of short-term employee benefits, (those payable within 12 months after the service is rendered, such as paid vacation leave and sick leave, bonuses, and non-monetary benefits such as medical care), are recognised in the period in which the service is rendered and are not discounted.

The expected cost of compensated absences is recognised as an expense as the employees render services that increase their entitlement or, in the case of non-accumulating absences, when the absence occurs.

Pension obligation

The council currently operates a defined contribution plan. The council pays contribution to a privately administered pension plan on a mandatory, contractual or voluntary basis. Once the contribution have been paid, the board has no further payment obligation. The regular contributions constitute net periodic costs for the year in which they are due and as such are included in staff costs.

1.6 PROVISIONS AND CONTINGENCIES

Provisions are recognised when:

- the council has a present obligation as a result of a past event;
- it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation; and
- a reliable estimate can be made of the obligation.

The amount of a provision is the present value of the expenditure expected to be required to settle the obligation.

Where some or all of the expenditure required to settle a provision is expected to be reimbursed by another party, the reimbursement shall be recognised when, and only when, it is virtually certain that reimbursement will be received if the entity settles the obligation. The reimbursement shall be treated as a separate asset. The amount recognised for the reimbursement shall not exceed the amount of the provision.

Provisions are not recognised for future operating losses.

If an entity has a contract that is onerous, the present obligation under the contract shall be recognised and measured as a provision.

A constructive obligation to restructure arises only when an entity:

- has a detailed formal plan for the restructuring, identifying at least:
 - the business or part of a business concerned;
 - the principal locations affected;
 - the location, function, and approximate number of employees who will be compensated for terminating their services;
 - the expenditures that will be undertaken; and
 - when the plan will be implemented; and
- has raised a valid expectation in those affected that it will carry out the restructuring by starting to implement that plan or announcing its main features to those affected by it.

ACCOUNTING POLICIES

1.6 Provisions and contingencies (continued)

After their initial recognition contingent liabilities recognised in business combinations that are recognised separately are subsequently measured at the higher of:

- the amount that would be recognised as a provision; and
- the amount initially recognised less cumulative amortisation.

Contingent assets and contingent liabilities are not recognised. Contingencies are disclosed in note 9.

1.7 GOVERNMENT GRANTS

Government grants are recognised when there is reasonable assurance that:

- the town council will comply with the conditions attaching to them; and
- the grants will be received.

Government grants are recognised as income over the periods necessary to match them with the related costs that they are intended to compensate.

A government grant that becomes receivable as compensation for expenses or losses already incurred or for the purpose of giving immediate financial support to the entity with no future related costs is recognised as income of the period in which it becomes receivable.

Government grants related to assets, including non-monetary grants at fair value, are presented in the statement of financial position by setting up the grant as deferred income or by deducting the grant in arriving at the carrying amount of the asset.

Grants related to income are presented as a credit in the income statement (separately).

1.8 REVENUE RECOGNITION

Revenue is measured at the fair value of the

consideration received or receivable and represents the amounts receivable for goods and services provided in the normal course of business.

Revenue is mainly derived from Government subventions, rates levied in terms of the Ratings Act 1995 and service charges. These are accounted for on an accrual basis.

Government Capital

Government grants for carrying capital projects are not charged against the cost of the capital projects but are accumulated in the capital gifts and grants account.

Government Subvention

Government rates revenue grants are netted off against the cost of the capital projects but are accumulated in the capital gifts and grants account.

Rates Income

Rates income is levied on all rateable properties of the Council based on values extracted from the valuation roll and amended when a supplementary valuation roll is prepared.

Interest Income

Interest is recognised on an accrual basis unless collectibility is in doubt.

1.9 EQUITY

An equity instrument is any contract that evidences a residual interest in the assets of an entity after deducting all of its liabilities.

1.10 RELATED PARTIES

The major related party to the Council apart from its Councillors is the Government of Eswatini which exercises a significant influence over its financial and operating decisions.

Ezulwini Town Council

Annual Financial Statements for the year ended 31 March 2025

Notes to the Annual Financial Statements**2. Property, plant and equipment**

	2025			2024		
	Cost / Valuation	Accumulated depreciation	Carrying value	Cost / Valuation	Accumulated depreciation	Carrying value
Computer equipment	1,668,778	(1,262,071)	406,707	1,652,808	(1,227,037)	425,771
Furniture and fixtures	1,715,003	(444,949)	1,270,054	841,450	(382,586)	458,864
Car ports	315,753	(126,945)	188,808	315,753	(117,008)	198,745
Land and buildings	17,754,503	(668,474)	17,086,029	17,722,479	(420,814)	17,301,665
Cell phones	57,093	(25,064)	32,029	44,595	(12,072)	32,523
High mast lights	2,786,312	(1,216,738)	1,569,574	2,786,312	(1,042,341)	1,743,971
Motor vehicles	6,897,747	(3,647,709)	3,250,038	5,717,775	(4,402,093)	1,315,682
Office equipment	1,305,576	(587,617)	717,959	1,242,649	(511,943)	730,706
Plant and machinery	677,771	(385,631)	292,140	600,286	(324,436)	275,850
Skip bins	966,551	(460,130)	506,421	1,062,344	(597,324)	465,020
Roads	95,833,596	(27,458,232)	68,375,364	95,009,787	(24,617,840)	70,391,947
Total	129,978,683	(36,283,560)	93,695,123	126,996,238	(33,655,494)	93,340,744

Reconciliation of property, plant and equipment - 2025

	Opening balance	Additions	Disposals	Depreciation	Total
Computer equipment	425,771	168,040	(2,198)	(184,906)	406,707
Furniture and fixtures	458,864	873,553	-	(62,363)	1,270,054
Car ports	198,745	-	-	(9,937)	188,808
Land and buildings	17,301,665	32,024	-	(247,660)	17,086,029
Cellphones	32,523	14,997	(2,361)	(13,130)	32,029
High mast lights	1,743,971	-	-	(174,397)	1,569,574
Motor vehicles	1,315,682	2,401,179	(71,926)	(394,897)	3,250,038
Office equipment	730,706	62,928	-	(75,675)	717,959
Plant and Machinery	275,850	77,485	-	(61,195)	292,140
Skip bins	465,020	169,855	(17,093)	(111,361)	506,421
Roads	70,391,947	823,809	-	(2,840,392)	68,375,364
	93,340,744	4,623,870	(93,578)	(4,175,913)	93,695,123

Reconciliation of property, plant and equipment - 2024

	Opening balance	Additions	Disposals	Depreciation	Total
Computer equipment	419,333	170,237	-	(163,799)	425,771
Furniture and fixtures	462,058	47,439	-	(50,633)	458,864
Car ports	209,205	-	-	(10,460)	198,745
Land and Buildings	17,559,041	-	-	(257,376)	17,301,665
Cell phones	28,680	24,696	(9,537)	(11,316)	32,523
High mast lights	315,804	1,589,774	-	(161,607)	1,743,971
Motor vehicles	1,754,243	-	-	(438,561)	1,315,682
Office equipment	587,771	206,573	-	(63,638)	730,706
Plant and machinery	264,429	77,168	-	(65,747)	275,850
Skip bins	341,198	200,229	-	(76,407)	465,020
Roads	64,488,844	8,626,425	-	(2,723,322)	70,391,947
	86,430,606	10,942,541	(9,537)	(4,022,866)	93,340,744

Notes to the Annual Financial Statements

2. Property, plant and equipment (continued)

Details of properties

Land and buildings are situated on Lot 1, Mountain View, Ezulwini; Lot 2, Mountain View, Ezulwini and Portion1 of Lot 3, Mountain View Ezulwini.

3. Trade and other receivables

Trade receivables	31,476,396	40,818,996
Provision for doubtful debts - rates	(2,858,396)	(2,293,949)
Prepayments	147,193	74,329
Staff loans	35,168	1,422
	28,800,361	38,600,798

4. Trade and other receivables

Cash and cash equivalents consist of:

Cash on hand	2,267	641
Bank balances	7,578,631	4,640,782
	7,580,898	4,641,423

Cash on hand	2,267	641
Bank Balances		
Standard Bank Eswatini (Limited) -Current Account	152,395	150,447
Swaziland Building Society	6,851,653	3,762,102
First National Bank - Current Account	456,323	474,577
Nedbank - Current Account	118,260	253,655
	7,578,631	4,640,781

5. Trade and other payables

Trade payables	531,450	984,082
Unidentified deposits	84,966	80,106
Accrued audit fees	285,729	403,440
Other payables	1,469,771	1,632,933
	2,371,916	3,100,561

6. Financial assets held at fair value

African Alliance Asset Management	27,852,988	17,718,480
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Current assets

Financial assets held at fair value	27,852,988	17,718,480
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7. Cash generated from operations

Profit before taxation	5,206,098	11,671,939
Adjustments for:		
Depreciation and amortisation	4,175,913	4,022,865
Gain on sale of assets	270,016	69
Interest received	(2,880,655)	(2,202,573)
Movements in provisions	(830,272)	326,850
Other non cash items	(19,256)	-
Changes in working capital:		
Trade and other receivables	9,800,443	(3,077,041)
Trade and other payables	(728,645)	(107,274)
	14,993,642	10,634,835

Ezulwini Town Council

Annual Financial Statements for the year ended 31 March 2025

Notes to the Annual Financial Statements**8. Reserves**

The Revaluation reserve arises from the revaluation of the road infrastructure by CEAS Consulting Engineers in August 2013 amounting to E32,214,851. The revaluation of land and buildings situated on Lot 1, Mountain View, Ezulwini by Fred Kunda under KF & J Property Consultants in May 2013.

The Capital reserves on Eswatini Government and SLGP arises from assets bought by Ezulwini Town Council paid for out of capital grants received from the Government of Eswatini and the World Bank.

Land and buildings - revaluation	1,158,553	1,158,553
Capital reserves - projects	22,665,655	22,665,655
Roads - revaluation	32,214,851	32,214,851
	56,039,059	56,039,059

9. Contingent liability

The Council is currently having pending legal claims lodged by former employees. Legal counsel has confirmed that the matters are ongoing and that it is not possible at this stage to determine the likely outcomes. Management will continue to monitor the cases and update the disclosure as new information becomes available. No provision has been recognised in the financial statements as the outcome of the cases is uncertain.

10. Comparative figures

Certain comparative figures have been reclassified to afford a proper comparison.

11. Provisions**Reconciliation of provisions - 2025**

	Opening balance	Additions	Utilised during the year	Total
Terminal benefits	1,404,074	340,863	(1,171,135)	573,802

Detailed Statement of Financial Performance

Figures in Lilangeni	Note(s)	2025	2024
Revenue			
Rates		32,974,816	31,278,242
Eswatini Government Subvention		873,000	873,000
		33,847,816	32,151,242
Cost of sales			
Direct costs for the year		(8,894,083)	(6,908,334)
		24,953,733	25,242,908
Gross profit			
Other income			
Scrutiny income		63,267	69,997
Gains on disposal of assets		270,016	69
Interest received		2,880,655	2,202,573
Sundry income		380,278	2,835,668
Advertising		200,400	144,254
Skip collections		1,342,350	1,296,500
		5,136,966	6,549,061
Operating expenses			
Advertising and promotions		318,871	277,156
Annual report		38,567	39,500
Assessment rates & municipal charges		22,018	-
Asset disposal account		1,668	1,667
Audit Fees		172,500	544,045
Bad debts		965,764	240,205
Bank charges		319,607	275,778
Cleaning		84,430	95,691
Computer maintenance & accessories		44,793	82,828
Consulting and professional fees		618,915	19,734
Depreciation		546,065	564,147
Electricity and Water		215,659	202,683
Employee costs		13,076,668	11,225,376
Environmental Management		395,930	138,050
HIV Programs		197,785	295,191
Health and Safety Costs		115,332	73,789
Hospitality expenses		167,598	92,886
Information Management Systems		767,959	618,817
Insurance		349,578	408,036
Integrated development plan		293,269	29,711
Legal expenses		50,520	255,215
Loss on disposal of assets		327	5,926
Management System		270,256	96,537
Medical expenses		167,810	20,071
Motor vehicle petrol & oil		587,244	737,724
Motor vehicle repairs & maintenance		423,732	438,387
Printing and stationery		171,314	125,298
Protective clothing		19,970	102,899
Recruitment expenses		62,983	18,790

The supplementary information presented does not form part of the annual financial statements and is unaudited

Ezulwini Town Council

Annual Financial Statements for the year ended 31 March 2025

Detailed Statement of Financial Performance

Figures in Lilangeni	Note(s)	2025	2024
Repairs and maintenance		175,121	198,084
SAIMSA/ESIGA Games		503,445	507,636
Security expenses		630,385	606,107
Sitting allowances		919,183	520,167
Social Centre Support		4,397	56,171
Social welfare		37,680	25,371
Special programs		454,766	206,882
Subscriptions		106,475	102,876
Team building exercise		-	57,654
Telephone and fax		281,610	222,899
Training		291,808	157,368
Travelling expenses		1,012,599	432,678
		24,884,601	20,120,030
Surplus for the year		5,206,098	11,671,939

Statement of Direct Costs

Figures in Lilangeni	Note(s)	2025	2024
Depreciation		3,629,848	3,458,718
Electricity - Streetlight & Highmasts		573,934	585,288
Public open spaces		437,772	211,057
General valuation expenses		1,186,866	-
Local Economic Development Program		159,435	63,863
Maintenance - High Mast and Street Lights		435,950	350,206
Maintenance and improvements of roads infrastructure		1,000,000	1,094,853
Protective clothing		274,970	173,743
Refuse management costs		859,220	782,876
Signage		336,088	187,730
		8,894,083	6,908,334
Direct costs for the year		8,894,083	6,908,334

Supplementary Information**1. Subvention**

Eswatini Government	873,000
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2. Auditors remuneration

Kobla Quashie and Associates	172,500
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Detailed Statement of Financial Performance - Budget Vs Actual

Figures in Lilangeni	Budget	Actual	Variance
Income			
Rates revenue	35,089,425	32,974,816	2,114,609
Government subvention	873,000	873,000	-
	35,962,425	33,847,816	2,114,609
Other Income			
Interest received call account	2,000,000	2,880,655	(880,655)
User fees fees	2,152,478	1,986,295	166,183
Disposal of Asset	500,000	270,016	229,984
	4,652,478	5,136,966	(484,488.24)
Advertising	415,486	318,871	96,615
Auditors remuneration	663,335	172,500	490,835
Asset disposal	-	1,995	(1,995)
Bank charges	302,400	319,607	(17,207)
Cleaning	93,850	84,429	9,421
Computer consumables	176,311	44,793	131,518
Consulting and professional fees	660,000	618,915	41,085
Depreciation	-	4,175,913	(4,175,913)
Councillors remuneration	851,460	919,183	(67,723)
Electricity and Water	224,456	215,659	8,797
Employee costs	13,357,337	13,076,648	280,689
Insurance	560,451	349,579	210,872
Motor vehicle repairs & maintenance	459,380	423,732	35,648
Printing and stationery	190,288	171,314	18,975
Protective clothing	297,820	274,970	22,850
Repairs and maintenance	417,000	175,121	241,879
IDP/Strategic plan -budget	292,000	293,269	(1,269)
Subscriptions	101,336	106,475	(5,139)
Telephone and fax	350,998	281,610	69,388
Training expenses	372,733	291,808	80,925
Travelling expenses	1,192,997	1,012,599	180,399
Annual Report	39,270	38,567	703
Assessment Rates & Municipal Charges	-	22,018	(22,018)
Bad Debts	15,000	965,763	(950,763)
Environmental Management	409,961	395,930	14,031
Community Mobilization	437,645	197,785	239,860
Health & Safety costs	161,230	115,332	45,898
Hospitality expenses	211,311	167,598	43,713
Information system	661,798	767,959	(106,161)
Legal expenses	258,778	50,520	208,258
Management system	235,000	270,256	(35,256)
Medical expenses	106,810	167,810	(61,000)
Motor Vehicle Petrol & Oil Brush-cutters	833,429	587,244	246,186
Recruitment	76,468	62,983	13,485
SAIMSA/ESIGA	676,522	503,445	173,077
Security Expenses	704,777	630,385	74,392
Social Centre Support	120,000	4,397	115,603
Social welfare	90,000	37,680	52,320
Special programme	1,352,937	454,766	898,171
Corporate Wear	39,600	19,970	19,630


Ezulwini Town Council


Annual Financial Statements for the year ended 31 March 2025

Detailed Statement of Financial Performance - Budget Vs Actual

Figures in Lilangeni	Budget	Actual	Variance
Maintenace of Highmast & Streetlight	495,680	435,950	59,730
Local Economic Development	145,970	159,435	(13,465)
Electricity - Highmasts & Street light	833,429	573,934	259,495
Maintenace of Road infrustructure	996,579	1,000,000	(3,421)
Maintenance of Open Public Space	491,325	437,772	53,553
General Valuation Roll	1,949,336	1,186,866	762,470
Refuse Management	877,773	859,220	18,553
Street /Outdoor decoration	284,900	262,578	22,322
Signage TP	103,638	73,510	30,128
	33,588,828	33,778,663	(2,610,674)
Surplus for the year	7,026,075	5,206,119	4,240,795

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