ETHEKWINI MUNICIPALITY

ETHEKWINI WEEKLY BULLETIN

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By 2030 eThekwini will be Africa's most caring and liveable City

04 August 2026 [Issue 472]

CITY WELCOMES IMPROVED BUSINESS CONFIDENCE IN SERVICE DELIVERY

ETHEKWINI Municipality welcomes the findings of the Durban Business Confidence Index (DBCI) for the second quarter of 2026, which indicate a measurable improvement in business perceptions regarding the Municipality's responsiveness to service delivery complaints.

The report notes that while service delivery remains a challenge, the proportion of respondents who believed that the Municipality is unlikely to address complaints within a reasonable timeframe declined from 77.4 percent in the first quarter of 2026 to 71.2 percent in the second quarter. This improvement reflects the impact of ongoing interventions being implemented by the Municipality to strengthen service delivery systems, improve turnaround times, and accelerate infrastructure rehabilitation. The Municipality acknowledges the concerns raised by the business sector regarding roads, environmental management, water supply, and public safety. These areas remain at the centre of the City's service delivery improvement programme.

The Municipality has significantly increased its investment in road maintenance, rehabilitation, and resurfacing programmes across the City. Road maintenance was among the challenges raised by businesses in the Durban Business Confidence Index for the second quarter of 2026.

ROADS INFRASTRUCTURE REHABILITATION

The Municipality has increased its investment in road maintenance, rehabilitation, and resurfacing programmes.

The allocation of R128 million towards the upgrade of the inner city road network underscores the Municipality's commitment to restoring critical infrastructure.

ENVIRONMENTAL MANAGEMENT IMPROVEMENTS

The Municipality recognises concerns relating to environmental management, including sewerage systems, solid waste removal, and the maintenance of public open spaces. In the current financial year, the City has budgeted R92 million towards enhancing its waste management fleet and supporting critical operational projects to ensure a cleaner, healthier environment for all.

WATER SUPPLY AND INFRASTRUCTURE RENEWAL

The Municipality has accelerated pipe replacement programmes, reservoir upgrades, and leak detection initiatives. The 2026/27 budget allocates R995 million towards sanitation infrastructure and services, while R495.7 million has been allocated to water infrastructure and service improvements.

ENHANCING PUBLIC SAFETY

To enhance public safety, the City has invested R162.7 million in the current financial year in various programmes.

SUSTAINING ELECTRICITY RELIABILITY

The Municipality notes the positive assessment of electricity services in the survey, with only 1.4 percent of respondents identifying electricity supply as a major concern. This reflects the resilience of Durban's electricity network and the efforts undertaken by the Municipality.

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ADVANCING PUBLIC SAFETY

THE Durban Metro Police continues to evolve into a modern, professional and technology-driven law enforcement agency committed to creating a safer and more secure eThekwini. Guided by the vision of delivering effective policing and municipal law enforcement, the Metro Police has achieved significant milestones between 2021 and 2026 through innovation, strategic partnerships, and dedicated service to the people of Durban.

Highlighting these achievements is the City's Five-Year Service Delivery Milestone campaign, Asimile Siyaqhuba: Resilience Through Adversity. The campaign highlights service delivery gains made during the 2021 to 2026 term of office.

One of the Metro Police's most notable achievements has been the implementation of the Smart Policing Programme, a transformative initiative that has modernised policing through the integration of advanced technology. This includes the rollout of Automatic Number Plate Recognition (ANPR) cameras, vehicle-mounted dash cameras, closed-circuit television (CCTV) cameras expansion, and the establishment of a state-of-the-art Command Centre. Once fully operational, the facility will serve as the nerve centre for monitoring citywide operations, co-ordinating emergency responses, integrating CCTV and ANPR technology, and supporting intelligence-led policing through real-time information and advanced operational systems.

These technological advancements have significantly enhanced operational co-ordination, intelligence-led policing, and the rapid deployment of resources, positioning eThekwini as one of the leading municipalities embracing smart law enforcement solutions.

The period also marked a significant investment in employment creation and skills development, demonstrating the Municipality's commitment to strengthening public safety while creating meaningful employment opportunities. During this period, 487 Authorised Officers were employed to support municipal by-law enforcement. Operational capacity was also strengthened through the appointment of 60 new Metro Police Officers. In addition, 147 Metro Police Officer trainees successfully completed their training and graduated, while a further 90 trainees completed the programme and are awaiting appointment. To ensure the sustainability of training and professional development, 30 members were recruited for instructor development at the Metro Police Training College, while 42 new recruits commenced the Metro Police Officer Training Programme, ensuring a continuous pipeline of qualified law enforcement officers for the future.

The Metro Police also strengthened its crime prevention capability through specialised operational units focusing on drug trafficking, illegal firearms, wanted suspects, stolen vehicles, and organised criminal activity. Working alongside several stakeholders, numerous successful joint operations resulted in the arrest of dangerous criminals, the recovery of illegal firearms and stolen vehicles, and the disruption of criminal syndicates.

Road safety also remained a key priority with the directorate intensifying traffic law enforcement through regular roadblocks, speed enforcement operations, and campaigns targeting drunk driving. Thousands of motorists were prosecuted for violating road traffic legislation, while hundreds were arrested for driving under the influence of alcohol. Dedicated Motorcycle Units continue to maintain high-visibility policing on major routes, ensuring the free flow of traffic while addressing dangerous driving behaviour and improving compliance with road traffic laws.

Municipal by-law enforcement was also significantly strengthened. Through co-ordinated clean-up operations, illegal trading enforcement, problem buildings interventions, inner city regeneration programmes and environmental compliance initiatives, the Metro Police has played a leading role in restoring order within the City's public spaces.

The directorate has also continued to strengthen relationships with communities through public

BUSINESSES INVITED TO EXHIBIT AT RESURGENCE DURBAN

BUSINESSES seeking to grow their brands, access new markets and connect with investors from across the globe are invited to register as exhibitors for the reSURGEnce Durban Conference, one of eThekwini Municipality's flagship economic development initiatives.

Hosted by eThekwini Municipality, in partnership with The New York Christian Times, the exhibition will take place on 26 and 27 October at the Durban Exhibition Centre under the theme, 'Decreasing Barriers by Increasing Access.'

Exhibitor registration is officially open and closes on 31 August 2026.

Businesses can register at https://resurgenceconference.com/forms/ or visit www.resurgenceconference.com to download the exhibition application forms.

The conference will bring together entrepreneurs, investors, business leaders, government representatives and members of the African diaspora to unlock investment opportunities, strengthen trade partnerships, and accelerate business growth across Africa and beyond. The programme will focus on access to funding, government procurement opportunities, trade exchange, women entrepreneurship, business to business collaboration and global market access.

The exhibition presents businesses with an opportunity to showcase their products and services to local and international delegates, build strategic partnerships, generate quality business leads, participate in business-to-business engagements and position their brands before key decision makers and potential investors.

Now in its third edition, the reSURGEnce Durban Conference continues to strengthen Durban's position as a destination for investment, innovation, and international collaboration. The first two editions, held in 2024 and 2025, generated significant economic activity while creating meaningful opportunities for businesses to expand into new markets and establish valuable commercial networks.

Businesses are encouraged to submit their applications before the 31 August 2026 deadline to secure exhibition space and allow sufficient time for planning.

For exhibition enquiries, contact Zamani Shezi on 031 311 4500 or email Zamani.Shezi@durban.gov.za

CITY MAINTAINS STRONG REVENUE COLLECTION PERFORMANCE

ETHEKWINI Municipality continues to demonstrate strong financial management, achieving a revenue collection rate of 92 percent in June 2026 and a cumulative collection rate of 94 percent for the 2025/26 financial year.

From July 2025 to June 2026, the Municipality collected R48.58 billion from its own revenue sources, exceeding its budgeted revenue target. This strong financial performance enables the City to continue funding essential services, maintaining critical infrastructure, and investing in projects that improve the quality of life of residents.

As part of its debt reduction strategy, the Municipality has strengthened its credit control measures through a dedicated Disconnection Committee led by the Executive Director of Finance and supported by the Executive Director of Trading Services.

The committee meets weekly to oversee and monitor revenue recovery initiatives.

During June 2026, the Municipality disconnected 7 525 water services linked to outstanding debt of approximately R917.5 million and carried out 16 578 electricity disconnections relating to arrears of approximately R1.63 billion.

Over the course of the 2025/26 financial year, the Municipality implemented 69 726 water disconnections associated with debt of approximately R8.13 billion and 78 869 electricity disconnections linked to arrears of approximately R7.66 billion.

These interventions form part of the Municipality's ongoing efforts to improve revenue collection, reduce debt levels, and encourage a culture of payment for Municipal services.

WARD 69 BLITZ ENHANCES SERVICE DELIVERY

ETHEKWINI Municipality launched a decisive, multi-faceted intervention across Ward 69 in Chatsworth recently, focusing on environmental improvements, infrastructure maintenance, and enhanced service delivery.

Covering Bayview, Mobeni Heights, Havenside and Silverglen, the intensive weeklong operation delivered immediate and visible results, transforming open spaces, repairing critical infrastructure and restoring a sense of pride and dignity within communities.

The large-scale initiative took place from 27 to 31 July and brought together multiple municipal directorates and stakeholders to respond to community priorities. This was done through business compliance inspections, the removal of illegal dumping hotspots, infrastructure maintenance, environmental clean-ups, and direct community engagement.

Operation Good Hope made a significant impact across the Mobeni Heights, Havenside, and Silverglen areas. Over five intensive days, the City's Supply Side Area Based Management Directorate, Municipal directorates, and dedicated community volunteers worked together to address illegal dumping, repair faulty streetlights, fix water leaks, and restore road infrastructure.

Residents were also educated on responsible waste management practices and informed about municipal support services available to households and businesses.

Key service delivery interventions undertaken during the operation included the clearing of dumping sites, the cleaning of streets, public open spaces and community facilities, and the repair of streetlights to improve visibility and public safety.

The operation also addressed water leaks while road infrastructure in targeted areas was restored and maintained.

The operation also highlighted the power of co-ordinated service delivery and strong partnerships between government, businesses, community leaders and residents in driving local development.

Commenting on the success of the initiative, Senior Manager from the Supply Side and Area Based Management Directorate, Eurakha Singh, said: "Operation Good Hope demonstrates what can be achieved when Municipal directorates, community leaders, businesses and residents work together towards a common goal."

WELCOMED APPOINTMENT OF DIRECTOR OF WATER AND SANITATION

ETHEKWINI Municipality continues to advance its trading reforms and strengthen the sustainability of its water and sanitation business. Central to this is the recent appointment of Siyanda Mwelase as the Director of the Water and Sanitation Directorate, effective from 1 August 2026.

Mwelase's appointment marks an important milestone in the Municipality's commitment to building a financially sustainable, customer-focused and resilient water and sanitation service. His appointment also comes at a pivotal time as the Water and Sanitation Directorate embarks on a significant transition under the National Treasury Metro Trading Services Reform Programme.

Siyanda Mwelase has been appointed the Director of the Water and Sanitation Directorate.

The reforms are aimed at strengthening the financial and operational sustainability of municipal trading services through improved governance, enhanced accountability, greater operational efficiency, and the delivery of reliable and sustainable water and sanitation services to eThekwini residents.

A registered Civil Engineer by profession, Mwelase holds a Master of Business Administration and brings more than 25 years of experience in the water and infrastructure sector.

Welcoming the appointment, eThekwini City Manager Musa Mbhele said the City is confident that Mwelase's leadership will play a key role in driving the transformation of the Water and Sanitation Directorate.

"His appointment comes at a critical time as the City accelerates efforts to improve the reliability, efficiency and sustainability of its water and sanitation infrastructure. His experience and strategic leadership will help fast-track our turnaround initiatives, strengthen service delivery, and support the City's commitment to providing residents with a more reliable and resilient water supply and sanitation service," said Mbhele.

Expressing his appreciation for the opportunity, Mwelase said he was honoured to join the Municipality at such an important stage in its transformation journey.

NETWORKING EVENT STRENGTHENS TEXTILE AND LEATHER SECTOR

MORE than 30 Micro, Small, and Medium Enterprises came together with government, academia, financial institutions and industry partners at the inaugural Durban Textile and Leather Incubator (DTLI) Networking Event held on 1 August under the theme, 'Survive and Thrive.'

Hosted at the DTLI facility on Johannes Nkosi Street, the event brought together representatives from the Small Enterprise Development and Finance Agency, the Durban University of Technology, Proudly South African, Productivity South Africa, First National Bank, the DTLI Board, and eThekwini Municipality.

Beneficiaries, including Amazizi Leatherworks, showcased their products during the Durban Textile and Leather Incubator Networking Event, which connected entrepreneurs with strategic partners and unlocked opportunities to access new markets.

Speaking at the event, the City's Economic Development Directorate Deputy Head, Takalani Rathiyaya, said the incubator demonstrates the power of collaboration, with the Municipality contributing the building to create an enabling environment for enterprise development.

DTLI Chief Executive Officer, Dr Poppet Pillay, said the networking event was designed to connect entrepreneurs with strategic partners, industry experts, and financial institutions that can help them build sustainable businesses.

Beneficiary Jabu Dlamini, founder of Amazizi Leatherworks, said the incubator had transformed her business. "After completing the 2024 mentorship programme, I won a pitching competition facilitated by the incubator and received R25 000 to purchase machinery and equipment. Access to DTLI's high end manufacturing equipment, skills development, and mentorship has helped my business grow, and today I employ three permanent and two temporary staff members," she said.

CELEBRATING TRANSPORT LEADERSHIP IN KWAZULU-NATAL

TRANSPORT infrastructure is often judged by the roads, bridges, and public transport systems it delivers. Yet behind every successful project are the people whose expertise, innovation, and commitment make economic growth and social development possible. This was the central message of the 2026 South African Institution of Civil Engineering (SAICE) Transport Division KwaZulu-Natal (KZN) Luncheon and Regional Commendation Awards held in Durban on 23 July.

Bringing together more than 100 professionals from government, consulting engineering firms, contractors, academia and the wider transport sector, the event highlighted both the achievements and future challenges of transport engineering in KZN.

Opening the proceedings was SAICE Transport Division Committee Member Robin Chetty who is also EThekwini Transport Authority's Senior Manager: Strategic Transport Planning.

Chetty reminded delegates that engineering is ultimately about improving lives. "Roads connect communities to employment opportunities, transport systems provide access to essential services, and freight networks sustain economic activity across Southern Africa,"

said Chetty.

The discussions reflected the growing complexity of the transport environment. Rapid urbanisation, climate resilience, freight demand, public transport integration, and emerging technologies are reshaping how engineers plan and manage infrastructure. One of the event's highlights was an update on SANRAL's N2/N3 Freeway Upgrade Programme. Representing a combined investment of approximately R52 billion, the programme covers 135 kilometres of freeway upgrades and is already delivering significant economic and social benefits. To date, the project has supported 554 small businesses, created nearly 7 000 employment opportunities, and provided training to more than 4 000 beneficiaries, demonstrating the broader developmental value of infrastructure investment. The luncheon also paid tribute to seven distinguished professionals whose careers have shaped transport engineering in KZN.

If you would like to submit feedback or contribute to eThekwini Weekly Bulletin

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