Province: Municipality(Lim331) - Schedule of Service Delivery Standards Table

DESCRIPTION	
Standard	**Service Level**

Solid Waste Removal	
Premise based removal (Residential Frequency)	Once a week
Premise based removal (Business Frequency)	Daily
Bulk Removal (Frequency)	As and when it required
Removal Bags provided(Yes/No)	No
Garden refuse removal Included (Yes/No)	yes
Street Cleaning Frequency in CBD	Daily
Street Cleaning Frequency in areas excluding CBD	Daily
How soon are public areas cleaned after events (24hours/48hours/longer)	24 Hours
Clearing of illegal dumping (24hours/48hours/longer)	24 Hours
Recycling or environmentally friendly practices(Yes/No)	Yes
Licenced landfill site(Yes/No)	Yes
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	Green,blue and blue drop
Is free water available to all? (All/only to the indigent consumers)	Indigent consumers
Frequency of meter reading? (per month, per year)	Per month
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	N/A
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	24-28 hours
Up to 5 service connection affected (number of hours)	24-28 hours
Up to 20 service connection affected (number of hours)	24-28 hours
Feeder pipe larger than 800mm (number of hours)	48-60 hours
What is the average minimum water flow in your municipality?	1436ml
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty water meters? (days)	1 day
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Yes
Electricity Service	
What is your electricity availability percentage on average per month?	Eskom
Do your municipality have a ripple control in place that is operational? (Yes/No)	Eskom
How much do you estimate is the cost saving in utilizing the ripple control system?	Eskom
What is the frequency of meters being read? (per month, per year)	Eskom
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Eskom
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Eskom
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Eskom
Are accounts normally calculated on actual readings? (Yes/no)	Eskom
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Eskom
How long does it take to replace faulty meters? (days)	Eskom
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Eskom
How effective is the action plan in curbing line losses? (Good/Bad)	Eskom
How soon does the municipality provide a quotation to a customer upon a written request? (days)	Eskom
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	Eskom
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	Eskom
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	Eskom
Sewerage Service	

Question	Answer
Are your purification system effective enough to put water back in to the system after purification?	Yes
To what extend do you subsidize your indigent consumers?	Per indigent rebates
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	24 - 48 hours
Sewer blocked pipes: Large pipes? (Hours)	24 - 48 hours
Sewer blocked pipes: Small pipes? (Hours)	24 - 48 hours
Spillage clean-up? (hours)	N/A
Replacement of manhole covers? (Hours)	24 - 48 hours

Road Infrastructure Services

Question	Answer
Time taken to repair a single pothole on a major road? (Hours)	48 HOURS
Time taken to repair a single pothole on a minor road? (Hours)	96 HOURS
Time taken to repair a road following an open trench service crossing? (Hours)	24 HOURS
Time taken to repair walkways? (Hours)	48 HOURS

Property valuations

Question	Answer
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	one month
Do you have any special rating properties? (Yes/No)	No

Financial Management

Question	Answer
Are the financial statement outsources? (Yes/No)	Yes
Are there Council adopted business process structuring the flow and managemet of documentation feeding to Trial Balalnce? received?	NO ,only for a financial year within 30 days
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	yes

Administration

Question	Answer
Reaction time on enquiries and requests?	3 WORKING DAYS
Time to respond to a verbal customer enquiry or request? (working days)	IMMEDIATELY
Time to respond to a written customer enquiry or request? (working days)	Within 48 hours
Time to resolve a customer enquiry or request? (working days)	Within 48 hours
What percentage of calls are not answered? (5%,10% or more)	
How long does it take to respond to voice mails? (hours)	3 rings
Does the municipality have control over locked enquiries? (Yes/No)	no
Is there a reduction in the number of complaints or not? (Yes/No)	as and when there is a need
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	

Community safety and licensing services

Question	Answer
	Eight Minutes (8)
	Six Minutes (6)
How long does it take to register a vehicle? (minutes)	Six Minutes (6)
How long does it take to renew a vehicle license? (minutes)	Seven Minutes (7)
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	Seven Minutes (7)
How long does it take to de-register a vehicle? (minutes)	Seven Minutes (7)
How long does it take to renew a drivers license? (minutes)	1 hour
What is the average reaction time of the fire service to an incident? (minutes)	n/a
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	n/a
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	n/a

Economic development

Question	Answer
How many economic development projects does the municipality drive?	6
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	4
What percentage of the projects have created sustainable job security?	38
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	no

Other Service delivery and communication

Question	Answer
Is a information package handed to the new customer? (Yes/No)	YES
Does the municipality have training or information sessions to inform the community? (Yes/No)	YES
Are customers treated in a professional and humanly manner? (Yes/No)	YES

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