Province: Municipality(WC031) - Final Schedule of Service Delivery Standards Table

Description	Service Level
Standard	
Solid Waste Removal	
Premise based removal (Residential Frequency)	1/ week
Premise based removal (Business Frequency)	3/ week
Bulk Removal (Frequency)	1/ week
Removal Bags provided(Yes/No)	Yes
Garden refuse removal Included (Yes/No)	No
Street Cleaning Frequency in CBD	Daily
Street Cleaning Frequency in areas excluding CBD	Weekly
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours
Clearing of illegal dumping (24hours/48hours/longer)	longer
Recycling or environmentally friendly practices(Yes/No)	No
Licenced landfill site(Yes/No)	Yes
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	72
Is free water available to all? (All/only to the indigent consumers)	only indigent consumers
Frequency of meter reading? (per month, per year)	monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	monthly
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	monthly
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	3
Up to 5 service connection affected (number of hours)	3
Up to 20 service connection affected (number of hours)	3
Feeder pipe larger than 800mm (number of hours)	4
What is the average minimum water flow in your municipality?	200L/day
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)	7
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No
Electricity Service	
What is your electricity availability percentage on average per month?	1
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes
How much do you estimate is the cost saving in utilizing the ripple control system?	R700 000/year
What is the frequency of meters being read? (per month, per year)	Per month
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Immediately
Are accounts normally calculated on actual readings? (Yes/no)	Yes
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 meters? (days)	1 Day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	2 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	5 days
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	No
To what extend do you subsidize your indigent consumers?	100
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	3
Sewer blocked pipes: Large pipes? (Hours)	3
Sewer blocked pipes: Small pipes? (Hours)	3
Spillage clean-up? (hours)	3
Replacement of manhole covers? (Hours)	24
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	Supplementary Valuation 3 months and General valuation after 5 months
Do you have any special rating properties? (Yes/No)	Yes
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
Are the financial statement outsources? (Yes/No)	No
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	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?	continuosly
Administration	
Reaction time on enquiries and requests?	1 day
Time to respond to a verbal customer enquiry or request? (working days)	1 day
Time to respond to a written customer enquiry or request? (working days)	1 day
Time to resolve a customer enquiry or request? (working days)	Within 7 days
Is there a reduction in the number of complaints or not? (Yes/No)	Yes
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	10 to 15 minutes
How long does it take to renew a vehicle license? (minutes)	5 to 10 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	15 to 20 minutes
How long does it take to de-register a vehicle? (minutes)	5 to 10 minutes
How long does it take to renew a drivers license? (minutes)	10 to 35 minutes

Description	
Standard	**Service Level**
Economic development	
How many economic development projects does the municipality drive?	Toursim 5, IFSOP, Small Farmers 2 SMME"s, NGO's, Agri parks, VPUU Projects
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	Projects list above
What percentage of the projects have created sustainable job security?	100%: All of those have or will contribute to sustainable job security
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes. Investor Insentatives Program
Other Service delivery and communication	
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