

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

Standard	Description	Service Level
Solid Waste Removal		
	Premise based removal (Residential Frequency)	1/ week
	Premise based removal (Business Frequency)	3/ week
	Bulk Removal (Frequency)	1 - 3/ 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)	Yes
	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?	100
	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

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<p>Property valuations</p> <p>How long does it take on average from completion to the first account being issued? (one month/three months or longer)</p> <p>Do you have any special rating properties? (Yes/No)</p> <p>Financial Management</p> <p>Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)</p> <p>Are the financial statement outsourced? (Yes/No)</p> <p>Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?</p> <p>How long does it take for an Tax/Invoice to be paid from the date it has been received?</p> <p>Is there advance planning from SCM unit linking all departmental plans quaterly and annually including for the next two to three years procurement plans?</p>	<p>Supplementary Valuation month after the revaluation notice is sent to the owner (about 2 months), and General valuation after 5 months (implementation is from 1 July in the year that the Roll is implemented)</p> <p>No</p> <p>Decrease</p> <p>No</p> <p>Yes</p> <p>30 days</p> <p>continuosly</p>	
<p>Administration</p> <p>Reaction time on enquiries and requests?</p> <p>Time to respond to a verbal customer enquiry or request? (working days)</p> <p>Time to respond to a written customer enquiry or request? (working days)</p> <p>Time to resolve a customer enquiry or request? (working days)</p> <p>Is there a reduction in the number of complaints or not? (Yes/No)</p> <p>How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)</p> <p>Community safety and licensing services</p> <p>How long does it take to register a vehicle? (minutes)</p> <p>How long does it take to renew a vehicle license? (minutes)</p> <p>How long does it take to issue a duplicate registration certificate vehicle? (minutes)</p> <p>How long does it take to de-register a vehicle? (minutes)</p> <p>How long does it take to renew a drivers license? (minutes)</p> <p>Economic development</p> <p>How many economic development projects does the municipality drive?</p> <p>How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?</p> <p>What percentage of the projects have created sustainable job security?</p> <p>Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)</p> <p>Other Service delivery and communication</p> <p>Does the municipality have training or information sessions to inform the community? (Yes/No)</p> <p>Are customers treated in a professional and humanly manner? (Yes/No)</p>	<p>1 day</p> <p>1 day</p> <p>1 day</p> <p>Within 7 days</p> <p>Yes</p> <p>1 day</p> <p>10 to 15 minutes</p> <p>5 to 10 minutes</p> <p>15 to 20 minutes</p> <p>5 to 10 minutes</p> <p>10 to 35 minutes</p> <p>Toursim 5, IFSOP, Small Farmers 2 SMME"s, NGO"s, Agri parks, VPUU Projects</p> <p>Projects list above</p> <p>100%: All of those have or will contribute to sustainable job security</p> <p>Yes. Investor Insentatives Program</p> <p>Yes</p> <p>Yes</p>	