

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

Standard	Description	Service Level
<b>Solid Waste Removal</b>		
	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)	Yes
	Licenced landfill site(Yes/No)	Yes
<b>Water Service</b>		
	Water Quality rating (Blue/Green/Brown/N0 drop)	71,5
	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
	<b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b>	
	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
<b>Electricity Service</b>		
	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
<b>Sewerage Service</b>		
	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
	<b>How long does it take to restore sewerage breakages on average</b>	
	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
<b>Property valuations</b>		
	How long does it take on average from completion to the first account being issued? (one month/three months or longer)	Supplementary Valuation Review 1 month and General valuation after 5 months
	Do you have any special rating properties? (Yes/No)	No
<b>Financial Management</b>		
	Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
	Are the financial statement outsourced? (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 annually including for the next two to three years procurement plans?	continuously

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<b>Administration</b>		
	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 it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
<b>Community safety and licensing services</b>		
	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
	What is the average reaction time of the fire service to an incident? (minutes)	not responsible for this service
	What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	not responsible for this service
	What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	not responsible for this service
<b>Economic development</b>		
	How many economic development projects does the municipality drive?	4 reports on the implementation of the projects and programmes as identified.
	How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	Quarterly reporting on investment opportunities in TWK through the IFSOP by the Deputy Director:
	What percentage of the projects have created sustainable job security?	Development Planning, Report on work opportunities provided through LED Programmes / Projects
	Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Report on incentives approved as per applications received.
<b>Other Service delivery and communication</b>		
	Does the municipality have training or information sessions to inform the community? (Yes/No)	Ito LED, quarterly training and reporting on training initiatives
	Are customers treated in a professional and humanly manner? (Yes/No)	By use of the TWK App this is monitored based on feedback from local community.