

Province: Municipality(DC13) - Schedule of Service Delivery Standards Table 2022

| Standard | Description | Service Level |
|-------------------------------------|--|---|
| Solid Waste Removal | | |
| | Premise based removal (Residential Frequency) | Not applicable |
| | Premise based removal (Business Frequency) | Not applicable |
| | Bulk Removal (Frequency) | Not applicable |
| | Removal Bags provided(Yes/No) | Not applicable |
| | Garden refuse removal Included (Yes/No) | Not applicable |
| | Street Cleaning Frequency in CBD | Not applicable |
| | Street Cleaning Frequency in areas excluding CBD | Not applicable |
| | How soon are public areas cleaned after events (24hours/48hours/longer) | Not applicable |
| | Clearing of illegal dumping (24hours/48hours/longer) | Not applicable |
| | Recycling or environmentally friendly practices(Yes/No) | Not applicable |
| | Licensed landfill site(Yes/No) | Not applicable |
| Water Service | | |
| | Water Quality rating (Blue/Green/Brown/N0 drop) | ~83%; 50%, 50% |
| | Is free water available to all? (All/only to the indigent consumers) | Only indigent |
| | 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) | Three months |
| | On average for how long does the municipality use estimates before reverting back to actual readings? (months) | Two months |
| | Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions) | |
| | One service connection affected (number of hours) | Two hours |
| | Up to 5 service connection affected (number of hours) | Less Than 8 hours |
| | Up to 20 service connection affected (number of hours) | Less Than 24 hours |
| | Feeder pipe larger than 800mm (number of hours) | 48 hours and more |
| | What is the average minimum water flow in your municipality? | 10 litres per minute |
| | Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) | Yes |
| | How long does it take to replace faulty water meters? (days) | Less than 24 hours |
| | 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? | Not applicable |
| | Do your municipality have a ripple control in place that is operational? (Yes/No) | Not applicable |
| | How much do you estimate is the cost saving in utilizing the ripple control system? | Not applicable |
| | What is the frequency of meters being read? (per month, per year) | Not applicable |
| | Are estimated consumption calculated at consumption over (two month's/three month's/longer period) | Not applicable |
| | On average for how long does the municipality use estimates before reverting back to actual readings? (months) | Not applicable |
| | Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer) | Not applicable |
| | Are accounts normally calculated on actual readings? (Yes/no) | Not applicable |
| | Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) | Not applicable |
| | How long does it take to replace faulty meters? (days) | Not applicable |
| | Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No) | Not applicable |
| | How effective is the action plan in curbing line losses? (Good/Bad) | Not applicable |
| | How soon does the municipality provide a quotation to a customer upon a written request? (days) | Not applicable |
| | How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) | Not applicable |
| | How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) | Not applicable |
| | How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) | Not applicable |
| Sewerage Service | | |
| | 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? | Basic Water 100%, Basic Sewer up to 6kl, for Sewer and Water Consumption is 4kl |
| | How long does it take to restore sewerage breakages on average | |
| | Severe overflow? (hours) | Eight hours |
| | Sewer blocked pipes: Large pipes? (Hours) | Eight hours |
| | Sewer blocked pipes: Small pipes? (Hours) | Four hours |
| | Spillage clean-up? (hours) | Four hours |
| | Replacement of manhole covers? (Hours) | Two hours |
| Road Infrastructure Services | | |
| | Time taken to repair a single pothole on a major road? (Hours) | Not applicable |
| | Time taken to repair a single pothole on a minor road? (Hours) | Not applicable |
| | Time taken to repair a road following an open trench service crossing? (Hours) | Not applicable |
| | Time taken to repair walkways? (Hours) | Not applicable |
| Property valuations | | |
| | How long does it take on average from completion to the first account being issued? (one month/three months or longer) | Not applicable |
| | Do you have any special rating properties? (Yes/No) | Not applicable |
| Financial Management | | |
| | Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase) | Decrease |
| | Are the financial statement outsourced? (Yes/No) | Yes |
| | Are there Council adopted business process restructuring the flow and management of documentation feeding to Trial Balance? | No |
| | 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 quarterly and annually including for the next two to three years procurement plans? | Yes-through SDBIP and procurement plans |
| Administration | | |
| | Reaction time on enquiries and requests? | One working day |
| | Time to respond to a verbal customer enquiry or request? (working days) | One working day |
| | Time to respond to a written customer enquiry or request? (working days) | One working day |
| | Time to resolve a customer enquiry or request? (working days) | One working day |
| | What percentage of calls are not answered? (5%, 10% or more) | 5% |
| | How long does it take to respond to voice mails? (hours) | Not applicable |
| | Does the municipality have control over locked enquiries? (Yes/No) | Not applicable |
| | 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) | One working 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? | Quarterly |

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| Community safety and licensing services | |
| How long does it take to register a vehicle? (minutes) | Not applicable |
| How long does it take to renew a vehicle license? (minutes) | Not applicable |
| How long does it take to issue a duplicate registration certificate vehicle? (minutes) | Not applicable |
| How long does it take to de-register a vehicle? (minutes) | Not applicable |
| How long does it take to renew a drivers license? (minutes) | Not applicable |
| What is the average reaction time of the fire service to an incident? (minutes) | Not applicable |
| What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) | Not applicable |
| What is the average reaction time of the ambulance service to an incident in the rural area? (minutes) | Not applicable |
| Economic development | |
| How many economic development projects does the municipality drive? | Plus 100 |
| How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects? | Plus/minus 20 |
| What percentage of the projects have created sustainable job security? | 40% |
| Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No) | Yes |
| Other Service delivery and communication | |
| Is a information package handed to the new customer? (Yes/No) | No |
| 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 |