



SERVICE DELIVERY STANDARDS OF

**IKWEZI
MUNICIPALITY**

FOR 2016/17

FINANCIAL YEAR

EASTERN CAPE IKWEZI (EC103) - Schedule of Service Delivery Standards Table 2017

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)		Daily
Premise based removal (Business Frequency)		Daily
Bulk Removal (Frequency)		Once a week
Removal Bags provided(Yes/No)		No
Garden refuse removal Included (Yes/No)		Yes
Street Cleaning Frequency in CBD		YES
Street Cleaning Frequency in areas excluding CBD		YES
How soon are public areas cleaned after events (24hours/48hours/longer)		24hours
Clearing of illegal dumping (24hours/48hours/longer)		24hours
Recycling or environmentally friendly practices(Yes/No)		YES
Licenced landfill site(Yes/No)		No
Water Service		
Water Quality rating (Blue/Green/Brown/NO drop)		No drop
Is free water available to all? (All/only to the indigent consumers)		Indigent Consumers
Frequency of meter reading? (per month, per year)		NO
Are estimated consumption calculated on actual consumption over (two months/three months/longer period)		NO
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		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)		1 hour
Up to 5 service connection affected (number of hours)		5 hours
Up to 20 service connection affected (number of hours)		20 hours
Feeder pipe larger than 800mm (number of hours)		48 hours
What is the average minimum water flow in your municipality?		1488l per 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)		1 day
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?		95
Do your municipality have a ripple control in place that is operational? (Yes/No)		no
How much do you estimate is the cost saving in utilizing the ripple control system?		Per Month
What is the frequency of meters being read? (per month, per year)		Two month
Are estimated consumption calculated at consumption over (two months/three months/longer period)		Month
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		

Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	one day
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)	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)	1 Days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	1 Day
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	4 Days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	4 Days
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	n/a
To what extend do you subsidize your indigent consumers?	Free service
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	2 hours
Sewer blocked pipes: Large pipes? (Hours)	4 hours
Sewer blocked pipes: Small pipes? (Hours)	2 hours
Spillage clean-up? (hours)	1 hour
Replacement of manhole covers? (Hours)	1 hour
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	3 hours
Time taken to repair a single pothole on a minor road? (Hours)	1 hour
Time taken to repair a road following an open trench service crossing? (Hours)	4 hours
Time taken to repair walkways? (Hours)	2 hours
Property valuations	
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	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decreased
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?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	Depends on cash flow
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	No
Administration	

Reaction time on enquiries and requests?		
Time to respond to a verbal customer enquiry or request? (working days)	24 hours	
Time to respond to a written customer enquiry or request? (working days)	Immediately	
Time to resolve a customer enquiry or request? (working days)	7 working days	
What percentage of calls are not answered? (5%, 10% or more)	1 day	
How long does it take to respond to voice mails? (hours)	10 percent	
Does the municipality have control over locked enquiries? (Yes/No)	1 hour	
Is there a reduction in the number of complaints or not? (Yes/No)	No	
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	No	
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?	1 day	
Community safety and licensing services		
How long does it take to register a vehicle? (minutes)	One (1) minutes	
How long does it take to renew a vehicle license? (minutes)	One (1) minutes	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	One (1) minutes	
How long does it take to de-register a vehicle? (minutes)	One (1) minutes	
How long does it take to renew a drivers license? (minutes)	n/a	
What is the average reaction time of the fire service to an incident? (minutes)	20 minutes	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)		
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)		
Economic development		
How many economic development projects does the municipality drive?		13
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		2
What percentage of the projects have created sustainable job security?		15
Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)	No	
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)	No	
Are customers treated in a professional and humanly manner? (Yes/No)	Yes	