

| Description |
|---|
| Standard |
| Solid Waste Removal |
| Premise based removal (Residential Frequency) |
| Premise based removal (Business Frequency) |
| Bulk Removal (Frequency) |
| Removal Bags provided(Yes/No) |
| Garden refuse removal Included (Yes/No) |
| Street Cleaning Frequency in CBD |
| Street Cleaning Frequency in areas excluding CBD |
| How soon are public areas cleaned after events (24hours/48hours/longer) |
| Clearing of illegal dumping (24hours/48hours/longer) |
| Recycling or environmentally friendly practices(Yes/No) |
| Licensed landfill site(Yes/No) |
| Water Service |
| Water Quality rating (Blue/Green/Brown/NO drop) |
| Is free water available to all? (All/only to the indigent consumers) |
| Frequency of meter reading? (per month, per year) |
| Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period) |
| On average for how long does the municipality use estimates before reverting back to actual readings? (months) |
| <i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i> |
| One service connection affected (number of hours) |
| Up to 5 service connection affected (number of hours) |
| Up to 20 service connection affected (number of hours) |
| Feeder pipe larger than 800mm (number of hours) |
| What is the average minimum water flow in your municipality? |
| Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) |
| How long does it take to replace faulty water meters? (days) |
| Do you have a cathodic protection system in place that is operational at this stage? (Yes/No) |
| Electricity Service |

What is your electricity availability percentage on average per month?

Do your municipality have a ripple control in place that is operational? (Yes/No)

How much do you estimate is the cost saving in utilizing the ripple control system?

What is the frequency of meters being read? (per month, per year)

Are estimated consumption calculated at consumption over (two month's/three month's/longer period)

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)

Are accounts normally calculated on actual readings? (Yes/no)

Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)

How long does it take to replace faulty meters? (days)

Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)

How effective is the action plan in curbing line losses? (Good/Bad)

How soon does the municipality provide a quotation to a customer upon a written request? (days)

How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)

How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)

How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)

Sewerage Service

Are your purification system effective enough to put water back in to the system after purification?

To what extend do you subsidize your indigent consumers?

How long does it take to restore sewerage breakages on average

Severe overflow? (hours)

Sewer blocked pipes: Large pipes? (Hours)

Sewer blocked pipes: Small pipes? (Hours)

Spillage clean-up? (hours)

Replacement of manhole covers? (Hours)

Road Infrastructure Services

Time taken to repair a single pothole on a major road? (Hours)

Time taken to repair a single pothole on a minor road? (Hours)

Time taken to repair a road following an open trench service crossing? (Hours)

Time taken to repair walkways? (Hours)

Property valuations

How long does it take on average from completion to the first account being issued? (one month/three months or longer)

Do you have any special rating properties? (Yes/No)

Financial Management

Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)

Are the financial statement outsources? (Yes/No)

Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?

How long does it take for an Tax/Invoice to be paid from the date it has been received?

Is there advance planning from SCM unit linking all departmental plans quaterly and annually including for the next two to three years procurement plans?

Administration

Reaction time on enquiries and requests?

Time to respond to a verbal customer enquiry or request? (working days)

Time to respond to a written customer enquiry or request? (working days)

Time to resolve a customer enquiry or request? (working days)

What percentage of calls are not answered? (5%,10% or more)

How long does it take to respond to voice mails? (hours)

Does the municipality have control over locked enquiries? (Yes/No)

Is there a reduction in the number of complaints or not? (Yes/No)

How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)

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?

Community safety and licensing services

How long does it take to register a vehicle? (minutes)

How long does it take to renew a vehicle license? (minutes)

How long does it take to issue a duplicate registration certificate vehicle? (minutes)

How long does it take to de-register a vehicle? (minutes)

How long does it take to renew a drivers license? (minutes)

What is the average reaction time of the fire service to an incident? (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?

How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?

What percentage of the projects have created sustainable job security?

Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)

Other Service delivery and communication

Is a information package handed to the new customer? (Yes/No)

Does the municipality have training or information sessions to inform the community? (Yes/No)

Are customers treated in a professional and humanly manner? (Yes/No)

chedule of Service Delivery Standards Table 2016/17

| <p style="text-align: center;">Service Level</p> |
|--|
| <p style="text-align: center;"> Once a week Once a week Once a week yes one per week got 52 identified garden refuse dumping spots every day when needed 24 hours longer yes we try yes </p> |
| <p> Assessment is conducted once a year by the Department of Water and Sanitation, Water quality sampling and analysis is done monthly. Only to the indigent <p style="text-align: center;">Yes</p> some 3 months/some longer periods varies on circumstances/some 3 months/some longer than 3 months <p style="text-align: center;"> 2 hours 4 hours 8 hours 45900kl </p> No, Environmental components are attended by the relevant section domestic meter 1 hour, bulk meter 4 hours if it is on a built chamber Yes, but only at James Kleynhans side </p> |

Yes- two of our main feeding substation do have an operational ripple control. No- one of our main feeding

It will saves the Municipality from being charged the penalties

Per Month

Two months

Three Months

It depends on the nature brakages but maximum is one day

yes on pre-paids but on bulk & conventional meter its actual reading and maximum demand

No

24 hours after notification

No

No plan at all

5 working days

within standard period of 90 days (3 months)

within standard period of 90 days (3 months)

within standard period of 90 days (3 months)

Yes, recycling is done.

0

3 HOURS, up to 450mm
2 hours up to 160mm
1 hour
45 minutes per cover

24 hours
48 hours or longer
Immediately

72 hours or longer

It takes approximately 6 Months as 2 supplementary valuation rolls are done per financial year (half yearly). Charges are backdated to date of completion.

No

Unauthorised expenditure is managed better and there is a process of reporting that is being followed. Wasteful expenditure does still occur due to the inability to pay old creditors and the resultant interest charged

No

No

More than 30 days depending on cash flow

no

Corporate & Shared Services Directorate tries respond to enquiries and requests immediately in most

1 day

1 day

1 day

5 percent

At most 1 hour.

yes

yes there is a reduction

2 days at most

When Necessary

| | |
|--|-----|
| 15 Minutes | |
| 10 Minutes | |
| Duplicates are not issued by us, we only do the duplication | |
| 20 Minutes | |
| 30 minutes | |
| High risk areas 5 minutes, midium risk 7 min and low risk 12 min | |
| | |
| | 20 |
| | 5 |
| | 60 |
| | Yes |
| | YES |
| | YES |
| | YES |

