KwaZulu Natal: Umzinyathi District Municipality(DC24) - Schedule of Service Delivery Standards Table

Description	
Standard	**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
Licenced landfill site(Yes/No)	Not Applicable
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	Blue / Green drop
Is free water available to all? (All/only to the indigent consumers)	Only to 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)	Six Months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Three 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
Up to 5 service connection affected (number of hours)	3
Up to 20 service connection affected (number of hours)	5
Feeder pipe larger than 800mm (number of hours)	6
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)	Two Days
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?	6 lk free water
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	6 Hours
Sewer blocked pipes: Large pipes? (Hours)	4 Hours
Sewer blocked pipes: Small pipes? (Hours)	2 Hours
Spillage clean-up? (hours)	2 - 4 Hours
Replacement of manhole covers? (Hours)	2 Hours
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	Not Appliable
Time taken to repair a single pothole on a minor road? (Hours)	Not Appliable
Time taken to repair a road following an open trench service crossing? (Hours)	Not Appliable
Time taken to repair walkways? (Hours)	Not Appliable

Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	Not Appliacable
Do you have any special rating properties? (Yes/No)	Not Appliacable
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	No
Are the financial statement outsources? (Yes/No)	No
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	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 quaterly and annualy including for the next two to three years procurement plans?	Only Annual Procurement Plans
Administration	
Reaction time on enquiries and requests?	Immediate
Time to respond to a verbal customer enquiry or request? (working days)	Immediate
Time to respond to a written customer enquiry or request? (working days)	Seven Days
Time to resolve a customer enquiry or request? (working days)	Immediate
What percentage of calls are not answered? (5%,10% or more)	5%
How long does it take to respond to voice mails? (hours)	N/A
Does the municipality have control over locked enquiries? (Yes/No)	Yes
Is there a reduction in the number of complaints or not? (Yes/No)	Yes
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	One 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?	
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?	focus is on 2 sectors. Agriculture and agro-processing and tourism
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	2 - agriculture development project linked to small scale farmer development and land reform farm revitalization ; tourism development programmes
What percentage of the projects have created sustainable job security?	2014/15 - 50% Based on Agr Development projects funded through operational budget
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No. Incentives for business developed at LM level.
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	Yes
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