



Annexure H

CITY OF EKURHULENI 2017/18 CUSTOMER SERVICES STANDARDS

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12 April 2017

EKURHULENI SERVICE STANDARDS

REVISED 2017



CUSTOMER RELATIONS MANAGEMENT DEPARTMENT
EKURHULENI METROPOLITAN MUNICIPALITY

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BACKGROUND

The City of Ekurhuleni exists in order to provide services at a fair and acceptable cost, to each one of our customers. Given this reason for our existence, a number of critical success factors have been identified for our business. Critical success factors are those components of a strategy where the organization must excel in order to outperform its competition¹.

It is necessary that we indicate the level of service that our customers can expect from us. This level of service shall be applied consistently throughout every street, suburb and town within the City and has a purpose beyond merely creating a ruler according to which our performance can be measured.

The White Paper on the Transformation of Public Service Delivery (1997) sets out eight transformation principles, which aims to transform public service delivery. This document, referred to as the Batho Pele (people first) paper, favours the customer and places the obligation on the service provider to deliver on the basic customer requirements.

The Batho Pele principles remain central to this document, promoting service excellence in the public sector and encouraging the public to expect excellent service from us, the implementation arm of Government. Briefly these principles are indicated as *consultation, service standards, access, courtesy, information, openness and transparency, redress and value for money*.

Our services pledge should, in accordance with the second Batho Pele principle, indicate a standard which we want to surpass regularly, doing better than even we envisage.

If we are found lacking in any of the items listed in this document, our remedial reactions should be directed in response to those service areas that require attention. More positively stated, the results will drive the service areas in which we are not excelling.

Our approach will be based on the principle that organizations achieve competitive¹ advantage by providing their customers with what they want, or need, better or more effectively than competitors¹ and in ways which their competitors¹ find difficult to imitate.

To ensure that this advantage is achieved, we are concentrating on the following:

- what does our customer value, and
- how do we provide this valued service to our customer, inclusive of the activities that support us in providing this service in a sustainable manner?

¹ References to "competition" are made in the context of benchmarking the performance of the City of Ekurhuleni against the performance of other municipal service providers.

Services offered within a CCA



Finance



Information communications technology



Legal & administrative services



Human resources management & development



Health



Infrastructure services



Housing



Communication and brand management



Sports, recreation, arts & culture



Community Safety



Environmental development



City planning and development



Economic development



Integrated development



Customer care & service delivery services



Fleet management



Facilities management



Urban management



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WHAT TO DO WHEN CONTACTING THE CALL CENTRE **086 054 3000**

When you call our call centre:

- State your name in full (spell it out if possible)
- State your contact number/s
- State your address and nearest cross road (spell it out if possible)
- State the suburb and town of the incident
- State and mention nearest landmark
- State the main reason for your call
- Do not hang up, wait for the operator to finish
- Ask for the reference number and keep it safe
- Always give as much information as possible to the operator
- Get the name of the call centre operator

For assistance in an emergency please call the following numbers:

Life Threatening Emergency Line: **011 458 0911**

Toll Free Line: **10177** Cell Phone: **112**

www.ekurhuleni.gov.za  [@EMMInfo](https://twitter.com/EMMInfo)  [@EMM_Call_Centre](https://twitter.com/EMM_Call_Centre)  www.facebook.com/CityOfEkurhuleni



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BATHO PELE

What Batho Pele means to staff

Service delivery to the people is central to realising government's commitment to a better life for all. *Batho Pele* (People First) promotes service excellence in the public sector and encourages the public to expect excellent service from government.

The Ekurhuleni Metropolitan Municipality embraces the Batho Pele principles in its mission, and this is what the public can expect from the Metro, which means you, the staff:

<p>1. CONSULTATION</p> <p>The public can tell us what they want from us. They must also be consulted about the level and quality of services that they receive, whenever possible, and be given a choice on services that are offered.</p>	<p>5. INFORMATION</p> <p>The public should be given full, accurate information about services they are entitled to receive.</p>
<p>2. SERVICE STANDARDS</p> <p>The public should be informed of what level and quality of public service they can expect, and have a right to insist that we keep our promise.</p>	<p>6. OPENNESS AND TRANSPARENCY</p> <p>The public should be told how national, provincial and local government departments are run, how much they cost and who is in charge.</p>
<p>3. ACCESS</p> <p>All citizens should have equal access to services that they are entitled to. Departments must set targets for extending access to public servants and services and should implement special programmes for improved service delivery to physically, socially and culturally disadvantaged persons.</p>	<p>7. REDRESS</p> <p>If the promised standard of service is not delivered the public should be offered an apology, a full explanation and a speedy and effective remedy. When complaints are received you must give a sympathetic, positive response.</p>
<p>4. COURTESY</p> <p>Don't give insensitive treatment, all should be treated with courtesy and consideration.</p>	<p>8. VALUE FOR MONEY</p> <p>Public services should be provided economically and efficiently in order to give the public the best possible value for money.</p>



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CUSTOMER CARE

The City of Ekurhuleni is committed to delivering quality services with the resources available. When you seek services, you will know what level of service to expect through specific service standards published by each department of the municipality. Our Customer Service Charter will be displayed in all our Customer Care Centres.

OUR SERVICE STANDARDS

In our Services Call Centre and in all our Customer Care Centres, you will always be treated with courtesy and can expect the following standards of customer service:

- Appropriate signage displayed to ensure easy access to our facilities;
- You will be received by informed and responsive staff;
- We will identify who is serving you and who is in charge;
- We will inform you of the services available;
- We will endeavor to answer 90% our telephones within five (5) rings;
- We will endeavor to acknowledge 90% of your e-mails received within 24 hours;
- We will attend to all complaints by keeping proper records and ensuring that you receive feedback on all concerns raised with us; and
- We will apologize where we have made mistakes.

We have set the following minimum standards for the level and quality of service we provide:

- Immediate response to health hazard and infectious disease outbreaks.
- Provision of clean water at all times.
- Proper functioning of sewerage lines.

YOUR RIGHTS

You have the right to the following:

- The right to be treated with courtesy and respect at all times
- The right to a prompt and efficient service when dealing with us
- You are entitled to accurate information regarding all aspects of the services we provide
- The right to demand and expect an unconditional apology from us for lapses in our service
- The right to a clean and safe environment
- The right to be consulted on service delivery matters
- The right to be attended to in a language that you understand

YOUR OBLIGATIONS

Our customers need to undertake to:

- Pay for the services received in full by the due date, as displayed on your bill
- Use services wisely to help conserve our precious resources
- Report service breakdowns immediately when they occur giving accurate information
- Utilize municipal facilities and services effectively

SERVICE STANDARDS

1 CITY PLANNING

The department exists to ensure coordinated and harmonious development of the Ekurhuleni Municipal Area in such a manner that it will most effectively promote the health, safety, good order, amenity, convenience and general welfare of the area and its people as well as ensure a sustainable and effective human settlement area.

CP1	Township Establishment	
CP1.1	Acknowledgement of receipt	24 hours
CP2	Rezoning	
CP2.1	Issue zoning certificate	24 hours
CP3	Removal of Restrictions	
CP3.1	Acknowledgement of receipt	24 hours
CP4	Consent use Initiation Process (Forms)	
CP4.1	Acknowledgement of receipt	24 hours
CP4.2	Issuing of form for Certificate of Occupancy	1 hour
CP4.3	Issuing of form for commencement of building prior to council approval (section 76)	1 hour
CP4.4	Issuing of form to erect a temporary structure	1 hour
CP4.5	Issuing of form to lease EMM property	1 hour
CP4.6	Apply for a building demolition	1 hour
CP4.7	Appointment of an engineer	1 hour
CP4.8	Building completion certificate	1 hour
CP4.9	Request form for plumbing certificate	1 hour
CP4.10	Request form for building plans forms	1 hour
CP5	Consent use Application	
CP5.1	Issue for Certificate of Occupancy	48 hours
CP5.2	Issue for commencement of building prior to council approval (section 76)	48 hours
CP5.3	Issue to erect a temporary structure	48 hours
CP5.4	Issue to lease EMM property	48 hours
CP5.5	Apply for a building demolition	48 hours
CP5.6	Appointment of an engineer	48 hours
CP5.7	Building completion certificate	48 hours
CP5.8	Issue plumbing certificate	48 hours
CP5.9	Submit building plans forms	48 hours

2 COMMUNICATIONS AND BRAND MANAGEMENT

The Department exists to communicate effectively with both internal and external stakeholders. The intended outcome of communication efforts is to make a difference in the quality of life of individuals and communities. The department is also responsible for the branding of the City and all its operations.

CB1	Through Print Publications:	
CB1.1	Publish and distribute an external newsletter	30 days
CB1.2	Publish and distribute an annual report	31 May yearly
CB1.3	Publish and distribute a midterm report	Every 913 days
CB1.4	Publish and distribute a full term report	Every 1825 days
CB1.5	Publish and distribute the State of the City Address	365 days
CB1.6	Publish and distribute the Budget Speech	365 days
CB1.7	Publish and distribute a poster for a project for departments	10 days

CB1.8	Produce invitation, programme and name tag for an event	10 days
CB1.9	Produce a single page pamphlet for a department	10 days
CB1.10	Produce an information booklet for department	60 days
CB1.11	Produce an information brochure for a department	15 days
CB2	Through Events and Stakeholder Engagement Sessions:	
CB2.1	Organize high quality events in line with the approved events policy and checklist as stipulated in the policy	Per events calendar

3 CUSTOMER RELATIONS MANAGEMENT

The department exists to serve the interests of the customer. The department is therefore a direct link between the customer and the City of Ekurhuleni

CRM1	Customer complaints, enquiries and requests	
CRM1.1	Customer Complaints	
CRM 1.1.1	Time to respond to a walk-in customer complaint	1 hour
CRM 1.1.2	Time to respond to a Call-Centre customer complaint	1 mins
CRM 1.1.3	Time to respond to an Email or SMS customer complaint	1 hour
CRM1.2	Customer Enquiry	
CRM 1.2.1	Request proof of residence	1 hour
CRM 1.2.2	Register for self-service channels	1 hour
CRM 1.2.3	Request public liability claim forms	1 hour
CRM 1.2.4	Request Service Delivery Standard measuring booklet	1 hour
CRM 2	Forms	
CRM 2.1	Environment Resources Management	
CRM 2.1.1	Issue form for registration of fuel burning appliances	1 hour
CRM 3.1	Health and Social Development Services	
CRM 3.1.1	Issue form for Application of certificate of acceptability (COA) permit	1 hour
CRM 3.1.2	Issue form for Exhumation of bodies	1 hours
CRM 3.1.3	Issuing forms for Health Certificates/Permits	1 hour
CRM 4.1	Water & Sanitation	
CRM 4.1.1	Issue form for application of water meter test	1 hour
CRM 5.1	Economic Development	
CRM 5.1.1	Issue form to Register on business database	1 hour
CRM 5.1.2	Issue form for Trading Licence	1 hour

4 DISASTER AND EMERGENCY MANAGEMENT SERVICES

The Disaster and Emergency Management Services Department functions under the core legislative prescripts of the Fire Brigade Services Act and the Disaster Management Act; and for purposes of life-threatening emergency response, is directed by the South African National Standard on Community Protection against Fire (SANS 10090), as well as by norms and standards for the rendering of ambulance services as recommended by the Department of Health.

DEMS1	Emergency Call	
DEMS1.1	Answering	15 sec
DEMS1.2	Handling	60 sec
DEMS1.3	Dispatching	60 sec
DEMS2	Emergency Medical	
DEMS2.1	Attendance Time at Medical Emergencies Dispatched as a Priority 1 from time of call	15 min
DEMS3	Fire	
DEMS3.1	Attendance Time at Structural Fires from time of call	14 min

DEMS3.2	Incidents Reports or Account Queries	
DEMS3.3	Incident Reports	14 days
DEMS3.4	Service Account Enquiries	7 days

NB: Emergency Services Reaction Times

All categories of emergency service requests are assigned response priorities in terms of the level of threat to loss of life.

4.1 Customer Responsibility

Our customers need to undertake to:

What to Do When Reporting a Life-Threatening Emergency

As difficult as the emergency situation may be, take a **breath**, focus and try to remain calm

1. Assess the urgency of the situation.

Before you report an emergency, make sure the situation is genuinely urgent. Call for emergency services if you believe that a situation is life-threatening or otherwise extremely disruptive.

Some genuine emergencies you should report:

- A crime, especially one that is currently in progress.
- A fire.
- A life-threatening medical emergency that requires immediate attention.
- A car crash.

2. Call the Ekurhuleni Emergency Services Call Centre on 011 458 0911 or 10177

3. Provide the Location of the Emergency

The first thing the emergency call taker will ask is “*Where is the incident?*”

Give the exact street address, if possible; if you're not sure of the exact address, give approximate information including any landmarks near the location so that the emergency services can get there as quickly as possible.

4. Give the emergency call taker your phone number.

Knowing your phone number is important for us, just in case the call is dropped and we need to call you back or contact you to give you pre-arrival emergency instructions.

5. Tell us what is happening?

Speak in a calm, clear voice and describe the emergency. Give the most important details first, then answer the emergency call taker's follow-up questions as best you can.

If you're reporting a fire, tell us what is on fire and if there are people trapped or missing.

- If you're reporting a medical emergency, explain how the incident occurred and what symptoms the person currently displays.
- If you are reporting a motor vehicle collision; tell us if the vehicle is on fire, or if people are trapped, injured or thrown out of the vehicle; or if there are any fuels or chemicals leaking around the vehicle.
- If you're reporting a crime, give a physical description of the person committing the crime.

6. Follow the emergency call taker's instructions.

After the emergency call taker has gathered all the necessary information, you may receive instructions on procedures to follow. Pay careful attention, and do not hang up the phone until you are instructed to do so. Then follow the instructions you were given.

It must be mentioned that is an offence to summon the emergency services when there is no reason to do and persons who do so upon conviction are liable to fine of up to R10 000 or imprisonment for a period of up to 12 months.

5 ECONOMIC DEVELOPMENT

The Department exists to facilitate a conducive environment where all can participate in a wealth generating local economy by focusing on economic growth, empowerment and transformation.

ED1	General	
ED1.1	Register on business database	1 hour
ED1.2	Request trading license	1 hour
ED2	General	
ED2.1	Approval of registering on business database	24 hours
ED2.2	Approval of trading license	48 hours

6 EKURHULENI METROPOLITAN POLICE DEPARTMENT

The department exists to provide law and order within the City of Ekurhuleni.

EMPD1	EMPD Services	
EMPD1.1	Approval of March Application (Sect. 205)	7 days
EMPD1.2	Request EMPD escort	48 hours
EMPD1.3	Respond to Noise / Public Nuisance	120 hours
EMPD1.4	Respond to Illegal trading	48 hours
EMPD1.5	Respond to Illegal Taxi Rank	120 hours
EMPD1.6	Respond to Illegal mining	120 hours
EMPD1.7	Respond to Illegal dumping / littering	48 hours
EMPD1.8	Respond to Illegal carwash	120 hours
EMPD1.9	Respond to Animal related	120 hours

7 ENERGY

The department exists to provide and maintain electricity distribution services within the City of Ekurhuleni, excluding the few Eskom Supply Areas.

E1	Service Activities for Credit and Prepayment Metering	
E1.1	Change to electricity prepaid meter	1344 hours
E1.2	Error 30 meter communication error	96 hours
E1.3	Faulty electricity meter	120 hours
E1.4	Faulty meter box	96 hours
E2	Restoration of Supply after Unplanned Power Interruptions	
E2.1	Power failure: single customer	24 hours
E2.2	Power failure: business customer	24 hours
E2.3	Power failure: multiple customers	24 hours
E3	Notice of Planned Power Interruptions to be given	

E3.1	Notice of planned power interruptions	48 hours
E4	Time Taken to Repair Reported High Masts and Streetlights	
E4.1	High mast light failure	24 hours
E4.2	Single streetlight failure	24 hours
E4.3	Streetlights section failure	24 hours
E4.4	Streetlights On during the day	24 hours
E4.5	High mast light ON during the day	24 hours

7.1 Customer Responsibility

Our customers need to undertake to:

- Report tampering and not interfere with electricity networks;
- Maintain the electricity installation on your side of the electricity meter as per the Electrical Installation Regulations regulated by the Occupational Health and Safety Act, Act 85 of 1993;
- Report all unlocked electricity substations and boxes to the numbers indicated;
- Ensure the electricity meter on your property is easily accessible, and
- Use electricity (and energy) wisely to help conserve this precious resource.

8 ENVIRONMENTAL RESOURCES MANAGEMENT

The department exists to manage all environmental resources within the City of Ekurhuleni.

LEGISLATIVE COMPLIANCE		
ER 1	Processing of Development Applications	
ER 1.1	Environmental Impact Assessments (BA & EIA)	30 days
ER 1.2	Environmental Management Plans (EMP)	60 days
ER 1.3	Response to Environmental Complaints	24 hours
AIR QUALITY MANAGEMENT		
ER 2	Air Quality Management	
ER 2.1	Response to Ambient Air quality complaint	24 hours
ER 2.2	Issuing of atmospheric emission license if all details are completed	60 days
ER 2.3	Inspection for registration of fuel burning appliances	120 hours
PARKS AND CEMETERIES		
ER 3	Grass Cutting	
ER 3.1	Grass Cutting Parks	168 hours
ER 3.2	Grass Cutting Open spaces	30 days
ER 3.3	Grass Cutting Active Cemeteries	168 hours
ER 3.4	Grass Cutting Inactive Cemeteries	30 days
ER 4	Urban Landscaping	
ER 4.1	Maintenance	120 hours
ER 4.2	Remove tree stumps	120 hours
ER 5	Cemeteries	
ER 5.1	General requests	24 hours
ER 5.2	Burial request: Muslims and Jews	Burial within 24 hours
ER 5.3	Weekend burials	Cut-off on Thursday @ 13:00
ER 5.4	Exhumation of bodies	336 hours
ER 5.5	Cremations	Within 48 hours
ER 5.6	Location of graves	Within 336 hours
ER 6	Dumping	
ER 6.1	Clean dumping in a park	120 hours
ER 6.2	Clean dumping in a conservation	120 hours

9 FINANCE

The department exists to manage and control all municipal finances within the City of Ekurhuleni.

F1	Clearance Certificates	
F1.1	Issue clearance figures	216 hours
F1.2	Issue clearance certificates	216 hours
F1.3	Issue of valuation certificates	48 hours
F2	Credit Control Functions	
F2.1	Reconnections following payment	3 hours
F2.1.1	Level 1	3 hours
F2.1.2	Level 2	24 hours
F2.1.3	Level 3	48hours
F3	Meter Office Functions (Water & Electricity meters)	
F3.1	Meter accuracy queries on water meters	120 hours
F3.2	Meter accuracy queries on electricity meters	120 hours
F3.3	Disconnections for tampering	48 hours
F4	Creditor Payments	
F4.1	Time taken to register a new supplier	48 hours
F4.2	Time taken to produce an official order	48 hours
F4.3	Time taken to pay a supplier	360 hours
F4.4	Preparation of creditor statement on request	48 hours
F4.5	Contract certificate payments: 1 st audit	48 hours
F4.6	Capturing and payment	24 hours
F5	Bids	
F5.1	Time taken to issue appointment letters to successful bidders after a resolution has been taken by the Bid Adjudication Committee*	48 hours
F5.2	Time taken to award a bid after the closing date of the bid*	1080 working days
F5.3	Time taken to respond to enquiries/complaints by suppliers and service providers	24 hours
F6	Water and Meter (Inter-dependency)	
F6.1	Consumption High *refer to water and electricity by-laws*	2160 hours
F6.2	Consumption Low/Stuck *refer to water and electricity by-laws*	2160 hours
F6.3	Request meter reading	72 hours
	Clock to stop counting Friday at 16h30 and start counting Monday 08h00. No count during Public holidays.	

10 HEALTH AND SOCIAL DEVELOPMENT SERVICES

The department exists to provide Primary Health Care and Social Development Services within the City of Ekurhuleni.

HSD1	Provision of Primary Health Care Services (PHC) as per the defined facility types	
	Facility Type	Service Hours
HSD 1.1	Community Health Centre (CHC)	24-hours 7 days a week.
HSD1.2	Community Day Centre (CDC)	12-hours 5 days a week.
HSD 1.3	Clinic	8-hours 5 days a week;

		Monday to Friday; Extended service hours on Saturdays from 08:00 to 13:00 (Only selected facilities)
HSD 1.4	Health Post	6-hour 1 to 3 days a week.
HSD 1.5	Mobile Clinic	Mobile points are visited on a rotational basis the frequency depends on the utilisation of the health services.
HSD2	Other Public Health Services available (Gauteng Provincial Services)	
HSD 2.1	District Hospital (Level 1 Hospital) • Bertha Gxowa Hospital (Germiston).	24 hours
HSD 2.2	Secondary Hospitals (Level 2 Hospitals) • Tembisa Hospital; • Far East Rand Hospital; • Pholosong Hospital; • Thelle Mogoerane Hospital; • Tambo Memorial Hospital;	24 hours
HSD2.3	Tertiary Hospitals (Level 3 Hospitals) • Helen Joseph Hospital; • Johannesburg General Hospital • Chris Hani Baragwanath Hospital; • Coronation Hospital; • St John's Eye Hospital.	24 hours
HSD3	Community Development Services	
HSD 3.1	Indigent application approval process <small>*subject to screening protocol being completed and provided that the customer submitted all relevant documentation</small>	30 days*
HSD6	Environmental Health	
HSD6.1	Food Safety	
HSD6.1.1	Inspection of food premises	30 days
HSD6.1.2	Non-food premises inspection	90 days
HSD6.1.3	Application of certificate of acceptability (COA) permit	48 hours
HSD6.1.4	Inspection of premises for issuing of COA a permit	120 hours
HSD6.1.5	Issuing of a permit COA / requirement	360 hours
HSD6.1.6	Sampling at milk parlours and other food premises	30 days
HSD6.2	Disposal of the Dead	
HSD6.2.1	Inspection of funeral undertakers	Once in 60 days
HSD6.2.2	Exhumation of bodies	48 hours
HSD6.3	Surveillance of Premises	
HSD6.3.1	Child care institution inspections	Once in 90 days
HSD6.4	Accommodation Facilities	
HSD6.4.1	Issuing of health certificates/ permit	504 hours
HSD6.5	Handling of Complaints	
HSD6.5.1	Investigations of complaints received	Within 24 hours
HSD6.6	Complaints referral to other departments	

HSD6.6.1	Feedback to complainant	Within 24 hours after investigations
HSD6.7	Elimination of bees at council premises	
HSD6.7.1	Response of Rodent control complaints in public places	Within 24 hours
HSD6.8	Control of communicable diseases	
HSD6.8.1	Notification response	Within 24 hours
HSD6.8.2	Law enforcement	
HSD6.8.3	First notice	Within 7 working days
HSD6.9	Grass cutting on private premises	
HSD6.9.1	Notice to owner	Within 48 hours, 14 days allowed to comply

10.1 Customer Responsibility

Our customers should undertake to:

- Live a healthy lifestyle and take responsibility for their own health;
- Care and protect the environment;
- Respect the rights of other clients/patients and health staff;
- Utilise the health system optimally without abuse;
- Know the health services available locally and what they offer;
- Provide health workers with accurate information for diagnosis, treatment, counselling and rehabilitation purposes;
- Comply with the prescribed treatment and rehabilitation procedures;
- Complete the prescribed treatment without defaulting;
- Take care of their health record and bring it with to the health facility on each visit;
- Always keep the health facility updated of their correct address and contact details;
- Discard expired and unused medication safely at Health Facilities (Government issued medication) and Private Pharmacies (Privately issued medication).

11 HUMAN SETTLEMENT

This department exists to provide strategic guidance on overall Human Settlement Planning across the City of Ekurhuleni.

HS1	Housing Administration Related Functions	
HS1.1	Attend to varying housing enquires from community members	24 hours
HS1.2	Registration and Approval of Beneficiaries for housing provision	24 hours
HS1.3	Title Deeds Provisioning	24 hours
HS1.4	Attending to damaged houses for Indigent Households	24 hours
HS2	Emergency/Disaster	
HS2.1	Involvement and attending to life threatening situations such as sinkholes, floods, fire, etc.	24 hours

12 LEGAL SERVICES

This department exists to provide legal services to the City of Ekurhuleni.

LS1	Incorporation of Council / Mayoral Committee / Corporate Services Portfolio Approved Policies in the Ekurhuleni Metropolitan Municipality's Policy Register
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LS1.1	Publication on Ekurhuleni website, intranet and a global e-mail of Ekurhuleni Notices	24 hours
LS2	Incorporation of Council / Mayoral Committee Approved Delegations in the Ekurhuleni Metropolitan Municipality's System of Delegated Powers	
LS2.1	Publication on intranet and e-mail to all departments	24 hours

13 ROADS AND STORM WATER

This department exists to provide and manage road and storm water services within the City of Ekurhuleni.

RS1	Road Infrastructure Related Services	
RS1.1	Time taken to repair a single pothole - in major road ¹	24 hours
RS1.2	Time taken to repair a single pothole - in minor road ¹	24 hours
RS1.3	Time taken to repair a road following an open trench service crossing ¹	24 hours
RS1.4	Reinstatement of roads, pavements and sidewalks	24 hours
RS1.5	Time taken to repair a kerb inlet ¹	24 hours
RS1.6	Time taken to provide a driveway entrance after approval of the application	24 hours
RS1.7	Time taken to repair / replace kerbing ¹	24 hours
RS1.8	Time taken to repair walkways ¹	24 hours
RS1.9	¹ Following reporting of a complaint	
RS2	Road Signs, Markings and Traffic Signals	
RS2.1	Time taken to repair /replace a safety related regulatory road sign ¹	48 hours
RS2.2	Time taken to repair / replace other minor road signs ¹	48 hours
RS2.3	Time taken to repair / replace an information / directional sign ¹	48 hours
RS2.4	Time taken to repair / replace a street name board ¹	48 hours
RS2.5	Time taken to repaint road markings ¹	48 hours
RS2.6	Time taken to repair any traffic light fault - in major road (subject to electrical supply availability) ¹	24 hours
RS2.7	Time taken to repair any traffic light fault - in minor road (subject to electrical supply availability) ¹	24 hours
RS2.8	Apply for Speed Bumps	48 hours
RS2.9	Repair / Replace Street Name Board	120 hours
RS2.10	Repair Street Name	48 hours
RS2.11	Replace Safety Related Road Sign	48 hours
RS2.12	Report Faulty Traffic Light in Major Road	4 hours
RS2.13	Report Faulty Traffic Light in Minor Road	24 hours
RS2.14	Road Line / Markings Painting Request	120 hours
	¹ Following reporting of a complaint	
RS3	Development Applications	
RS3.1	Approval of building plans: Residential	30 calendar days
RS3.2	Approval of building plans: Industrial/ Commercial	60 calendar days
RS3.3	Approval of outdoor advertising application	4 Months

14 REAL ESTATE

This department exists to centrally manage all municipal buildings and facilities within the City of Ekurhuleni.

FACILITIES MANAGEMENT		
RE 1	Facilities Management	
RE 1.1	Cleaning	24 hours
RE 2	Property Management	
RE 2.1	Respond to general complaints	48 hours

15 SPORTS, RECREATION, ARTS AND CULTURE

This department exists to provide for and manage Sport, Recreation, Arts, Culture and Library Services for the City of Ekurhuleni.

SPORTS, RECREATION, ARTS AND CULTURE		
SRAC1	Provision of Facilities	Hours Available
SRAC1.1	Libraries	6 days a week (pending Council resolution on library hours)
SRAC1.2	Mobile Libraries (Brakpan, Benoni, Springs and Germiston)	3 days a week
SRAC1.3	Art Centres	7 days a week
SRAC1.4	Theatres	7 days a week
SRAC1.5	Art Galleries	7 days a week
SRAC1.6	Amphitheatres	7 days a week
SRAC1.7	Museums	6 days a week
SRAC1.8	Stadiums	7 days a week
SRAC1.9	Informal Soccer fields	7 days a week
SRAC1.10	Swimming Pools (During Swimming Season)	6 days a week
SRAC1.11	Community Halls and Recreation/ Youth Centres	7 days a week
SRAC1.12	Internet Kiosks within Libraries	6 days a week

16 TRANSPORT PLANNING AND PROVISION

This department exists to provide public transport services and management within the City of Ekurhuleni.

TPP1 Licensing Services		
TPP1.1	Providing Registration and Licensing Services	
TPP1.1.1	Registration of vehicles	30 minutes
TPP1.1.2	Renewal of vehicle licenses	10 minutes
TPP1.1.3	Duplicate registration certificate	72 days
TPP1.1.4	Deregistration of vehicles	30 minutes
TPP1.1.5	Status change – errors e.g. Chassis/engine number	24 hours
TPP1.1.6	Tare changes	24 hours
TPP1.2	Providing Special Services	
TPP1.2.1	Bulk registration	24 hours
TPP1.2.2	Speed services – drive through	10 minutes
TPP1.3	Providing a Testing Service for Motor Vehicles and Drivers	
TPP1.3.1	Testing of learner's licenses	1 hour
TPP1.3.2	Testing of driver's licenses	1 hour
TPP1.3.3	Issuing of learner's licenses	5 minutes
TPP1.3.4	Issuing of temporary driver's licenses	5 minutes
TPP1.3.5	Manufacturing of card type driver's licenses	4 weeks
TPP1.3.6	Renewal of card type driver's licenses	45 minutes
TPP1.3.7	Application of professional driving permit (PrDP)	45 minutes
TPP1.3.8	Testing of motor vehicles for roadworthiness	20 minutes
TPP1.3.9	Issuing of a roadworthy certificate	5 minutes
TPP1.3.10	Issuing of instructor certificate	10 minutes
TPP1.4	Satellite Renewal Centre	
TPP1.4.1	Renewal of Card Type driver's license	45 minutes
TPP 2 Municipal Bus Services		
TPP2.1	Scheduled Bus Service	
TPP2.1.1	Peak morning services (Mondays to Fridays)	3 hours
TPP2.1.2	Peak afternoon services (Mondays to Fridays)	5 hours
TPP2.1.3	Selling of cash tickets by driver	15 seconds
TPP2.1.4	Selling of multi journey coupon	3 minutes
TPP2.1.5	Route and timetable enquiry	5 minutes

TPP2.1.6	Tariff enquiry	5 minutes
TPP2.2	Special Bus Services	
TPP2.2.1	Booking of Bus – complete application form	10 minutes
TPP2.2.2	Preparation and issuing of quotation	5 - 30 minutes
TPP2.2.3	Payment and issuing of receipt by Cashier	5 minutes
TPP2.3	Payment Methods	
TPP2.3.1	Cash	Within 15 days
TPP2.3.2	Cheque	Within 15 days
TPP2.3.3	EFT	Within 15 days

17 WASTE MANAGEMENT

This department exists to provide the waste services management within the City of Ekurhuleni.

WMS1	Round Collection Refuse Removal	
WMS1.1	Domestic	Once weekly
WMS1.2	Business	1 to 5 times weekly
WMS1.3	Industrial	1 to 5 times weekly
WMS1.4	Bulk(skip bins) container services	1 to 5 times weekly
WMS1.5	Business and industry	Per agreement
WMS1.6	Communal collection points	Once weekly
WMS1.7	Adhoc	On request, 3 days bin standing time.

18 WATER AND SANITATION

This department exists to provide and manage water and sanitation services within the City of Ekurhuleni.

WS1	Metering	
WS1.1	No Water	24 hours
WS1.2	Low Pressure (meter related)	24 hours
WS1.3	Meter Leak	24 hours
WS1.4	Disconnections, Reconnections and Restrictions	48 hours
WS1.5	Meter Stolen resulting in no water or meter leak	48 hours
WS1.6	Bees in Meter	48 hours
WS1.7	Meter Stuck / Covered / Damaged	120 hours
WS1.8	Report illegal connection	24 hours
WS2	Restoration of Supply after Unplanned Interruptions	
WS2.1	Response to and resolution of water complaints	24 hours
WS2.2	Response to and resolution of sewer complaints	24 hours
WS2.3	Collapsed sewer pipeline	Customer to be informed within 24 hours – restoration is dependent upon the construction work required.
WS3	Water Quality Management	
WS3.1	Complaints regarding drinking water quality	2 hours #
WS3.2	Low Pressure Complaints: Business And Industrial	6 hours
WS3.3	Low Pressure Complaints: Residential	24 hours
WS3.4	Water Pollution	2 hours
WS3.5	Water Quality Complaint	2 hours
WS3.6	Dirty Smelly Water	48 hours
WS4	Network Faults	
WS4.1	Urgent Water Pipe Bursts	2 hours
WS5	Operations	
WS5.1	Faulty Water Hydrant	120 hours
WS5.2	Meter Dial Problem	120 hours

WS5.3	Water Pressure Fault	168 hours
WS5.4	Water/ Sewer Leakage	48 hours
WS5.5	Sewer overflow	2 hours
WS5.6	Reinstatements	240 hours
WS5.7	Construct Water Meter Test	120 hours after payments
WS5.8	General Water Outage	48 hours
WS5.9	Burst Water Pipe	48 hours
WS5.10	Spillage clean up	48 hours

18.1 Customer Responsibility

Our customers must undertake to:

- Pay for the services received in full by the due date, as displayed on their bill;
- Report tampering and not illegally tamper with municipal water systems;
- Maintain pipes and fittings on their side of the water meter;
- Report all water leaks and sewer blockages on the municipal side to the numbers indicated;
- Ensure the water meter on their property is easily accessible, and
- Use water wisely to help conserve this precious resource.

19 ERWAT SERVICE STANDARDS

In Providing Wastewater Treatment Services		
ERW1	Responding to odour / smell complaints	24 hours
ERW2	Responding to burst / blocked outfall sewer complaint	24 hours
ERW3	Responding to sewer spillage (river pollution)	24 hours
ERW4	Responding to sludge spillage complaint	24 hours
ERW5	Providing respond to new sewerage connection queries	Within 1 month
ERW6	Responding to complaint: missing manhole covers on outfall sewer lines	24 hours
ERW7	Responding to pump station odours	24 hours
ERW8	Responding to pump station overflow	24 hours
ERW9	Upgrading of treatment plants with capacity constraints	Subject to budget allocations

19.1 Customer Responsibility

Our customers must undertake to:

- Report Vandalism of the Outfall sewers;
- Report Blockages on the Outfall sewers;
- Report theft of manhole covers, and
- Report illegal dumping in the sewer lines.