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unisation (Danies) before exaltability or later is restored in cases of service interruption (Complete the sub questions)  One service connection affected (pumber of hours)  Up to 8 service connection affected (pumber of hours)  Up to 8 service connection affected (pumber of hours)  Feet per graph than 600mm (runner of hours)  Feet per graph than 600mm (runner of hours)  And the time acreage minimum water flow in you minimum teast you well-decided you minimum teast is you well-decided you minimum the you well-decided you minimum the you well-decided you minimum the teast is operationally restored by the you minimum teast of well-appeal graph flowers in your minimum teast flowers in your promises in the your promises in your promises in the your promises in	
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half is your decicitely was a ripple control on processing or on average per month??  your municipality have a ripple control on place that is operational? (Yea/No)  we much day you estimate is the rock saving in utilizing the ripple control system?  hat is the frequency of measure being read? (per month per years)  that is the frequency of measure being read? (per month per years)  which is the frequency of measure being read? (per month per years)  NA  average for how long does the municipality use estimates before reversing back to accust reading? (ronths)  NA  accounts normally calculated on actual reading? (Yea/No)  NA  accounts normally calculated on actual reading? (Yea/No)  NA  you practice any wemper illegal connection on cases of breakages (mendately)  NA  volve long does it take to replace flushy meters? (days)  NA  volve long does it take to replace flushy meters? (days)  NA  volve flore to it take on politic flushy meters? (days)  NA  volve effective is the action plan in custod plan electricity therefore the control of electricity therefore any one of the entire plan in custod plan occurs on a version of electricity therefore (Yea/No)  NA  volve discovers to make action plan in custod plan electricity action to consider a plan of your operations? (Yea/No)  NA  volve discovers to make it will be provided electricity service to for voltage users where electricity days)  NA  volve flore to the municipality takes to provide electricity service for high voltage users where electricity enders do rough you were good set the municipality takes to provide electricity service for high voltage users where electricity and your down of the electricity electricity and your down obligate users and your question of your substitute you indigent consumers?  NA  volve of possible the municipality takes to provide electricity service for high voltage users where network electricity of working days)  NA  volve of possible the municipality takes to provide electricity service for high voltage users a velocity of the po	
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National power electricity availability prepared applicant price price and the proper price pric	
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ow long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)  NA  NA  NA  NA  NA  NA  NA  NA  NA  N	
as your purification system effective enough to put water back in to the system after purification?  NA	
as your purification system effective enough to put water back in to the system after purification?  NA	
owner defined do you subsidizely your indigent consument?  who whord does it take to restore sewerage breakages on average  Severe overlifon? (hours)  Sewer blocked pipes: Large pipes? (Hours)  Sewer blocked pipes: Large pipes? (Hours)  NA  Replacement of manhole covers? (Hours)  NA  Replacement of manhole covers? (Hours)  NA  And infrastructure Services  me take no repair a single pothole on a major road? (Hours)  me take no repair a single pothole on a major road? (Hours)  me take no repair a road following an open trench service crossing? (Hours)  me take no repair a road following an open trench service crossing? (Hours)  NA  voo land was a single pothole on a minor road? (Hours)  me take no repair a road following an open trench service crossing? (Hours)  NA  voo land set it take on average from completion to the first account being issued? (one month/three months or longer)  NA  voo land set it take on average from completion to the first account being issued? (one month/three months or longer)  NA  voo land set it take on average from completion to the first account being issued? (one month/three months or longer)  NA  voo land set it take on average from completion to the first account being issued? (one month/three months or longer)  NA  voo land set it take on average from completion to the first account being issued? (one month/three months or longer)  NA  voo land set it take on average from completion to the first account being issued? (one month/three months or longer)  NA  voo land set it take on average from completion to the first account being issued? (one month/three months or longer)  NA  vool have any special rating properties? (Yes/No)  NA  vool have any special rating properties? (Yes/No)  NA  vool have any special rating properties? (Yes/No)  NA  down long does it take for an Tavilrocice to be paid from the date it has been received?  vool long does it take for an Tavilrocice to be paid from the date it has been received?  vool ong does it take for an Tavilrocice to be paid from the date	N/A
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and Infrastructure Services  me taken to repair a single pothole on a major road? (Hours)  me taken to repair a single pothole on a major road? (Hours)  me taken to repair a single pothole on a major road? (Hours)  NA  NA  NA  NA  NA  NA  NA  NA  NA  N	
me taken to repair a single pothole on a major road? (Hours)  MA  NA  NA  NA  NA  NA  NA  NA  NA  NA	
me taken to repair a single pothole on a minor road? (Hours) me taken to repair and following an open trench service crossing? (Hours) me taken to repair and following an open trench service crossing? (Hours) me taken to repair walkways? (Hours)  vo long does it take on average from completion to the first account being issued? (one month/three months or longer)  NA NA  vo unancial Management  there any change in the situation of unauthorised and wasteful expenditure over time? (Dicrease)  to the financial statement outscurces? (Yes/No)  No output statement outscurces? (Yes/No)  to there any change in the situation of unauthorised and wasteful expenditure over time? (Dicrease)  to the financial statement outscurces? (Yes/No)  No output statement outscurces? (Yes/No)  to there any change in the situation of unauthorised and wasteful expenditure over time? (Dicrease)  to the financial statement outscurces? (Yes/No)  No output of the situation of unauthorised and wasteful expenditure over time? (Dicrease)  to the situation of unauthorised and wasteful expenditure over time? (Dicrease)  to the situation of unauthorised and wasteful expenditure over time? (Dicrease)  to the situation of unauthorised and wasteful expenditure over time? (Dicrease)  to the situation of unauthorised and wasteful expenditure over time? (Dicrease)  of whom the situation of unauthorised and wasteful expenditure over time? (Dicrease)  of whom the situation of unauthorised and wasteful expenditure over time? (Dicrease)  of whom the situation of unauthorised and wasteful expenditure over time? (Dicrease)  of whom the situation of unauthorised and wasteful expenditure over time? (Dicrease)  of whom the situation of unauthorised to be paid from the date it has been received?  of whom the situation of unauthorised and wasteful expenditure over time? (Dicrease)  of whom the situation of unauthorised and wasteful expenditure over time? (Dicrease)  of whom the situation of unauthorised and wasteful expenditure over time? (Dicrease)  of whom the sit	d/A
me taken to repair walkways? (Hours)  NA  Operty valuations  Wound does it take on average from completion to the first account being issued? (one month/three months or longer)  NA  NA  NA  NA  NA  NA  NA  NA  NA  N	
roperty valuations  wo long does it take on average from completion to the first account being issued? (one month/three months or longer)  NIA  NIA  NIA  nancial Management  there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)  Decrease  the financial statement outscources? (Yes/No)  No  there there Council adopted business process tructuling the flow and management of documentation feeding to Trial Balaince?  yes  wo long does it take for an Tax/Invoice to be paid from the date it has been received?  there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?  who describe the enquiries and requests?  me to respond to a verbal customer enquiry or request? (working days)  that percentage of calls are not answered? (SN, 10% or more)  NA  NA  NA  NA  NA  NA  NA  NA  NA  N	
wo long does it take on average from completion to the first account being issued? (one month/three months or longer)  NIA  NIA  NIA  NIA  NIA  NIA  NIA  NI	l/A
o you have any special rating properties? (Yes/No)  NA  nancial Management  there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)  e the financial statement outsources? (Yes/No)  to there Council adopted business process tructuing the flow and management of documentation feeding to Trial Balaince?  yes  and possible take for an Tax/Invoice to be paid from the date it has been received?  30 days  there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?  diministration  assignment or enquiries and requests?  me to respond to a verbal customer enquiry or request? (working days)  to day me to respond to a verbal customer enquiry or request? (working days)  to trepond to a verbal customer enquiry or request? (working days)  to the procumage of calls are not answered? (5%,10% or more)  NA  and possible take to respond to voice mails? (hours)  set the municipality have control over looked enquiries? (Yes/No)  NA  whong does it take to respond to cooked enquiries? (Yes/No)  NA  whong does in take to repond an account to a new customer? (1 day/ 2 days/ a week or longer)	
Internation Management  there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)  Decrease the financial statement outsources? (Yea/No)  No  ver the recordinal statement outsources? (Yea/No)  No loads take for an Tax/Invoice to be paid from the date it has been received?  30 days there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?  No  definitistration  action time on enquiries and requests?  ment to respond to a verbal customer enquiry or request? (working days)  me to respond to a verbal customer enquiry or request? (working days)  net to respond to a written customer enquiry or request? (working days)  1 day  has precreated or calls are not answered? (5%, 10% or more)  NA  NA  Na long does it take to respond to vice mails? (hours)  set the municipality have control over locked enquiries? (Yes/No)  NA  whon does in take to respond to over complains or not? (Yes/No)  NA  NA whon does not not be complaints or not? (Yes/No)  NA  NA whon does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	
there any change in the situation of unauthorised and wasteful expenditure over time? (DecreaseIncrease)  Decrease the financial statement outsources? (Yea/No)  No  where Council adopted business process tructuling the flow and management of documentation feeding to Trial Balaince?  yes along does it take for an Taxifinvoice to be paid from the date it has been received?  30 days there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?  who  diministration  assignment on enquiries and requests?  Immedia  me to respond to a verbal customer enquiry or request? (working days)  to a verbal customer enquiry or request? (working days)  No  to provide a customer enquiry or request? (working days)  to day  hat percentage of calls are not answered? (5%,10% or more)  No  working does it take to respond to voice mails? (hours)  set the municipality have control over looked enquiries? (Yes/No)  No  whong does in take to respond to code enquires? (Yes/No)  No  whong does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	N/A
e the financial statement outsources? (Yes/No) yes  there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?  No  diministration  diministration  action time on enquiries and requests?  me to respond to a written customer enquiry or request? (working days) me to respond to a written customer enquiry or request? (working days)  and to respond to a written customer enquiry or request? (working days)  1 day  has precreated end alls are not answered? (%s. 10% or more)  NA  Na  wo long does it take to respond to vice mails? (hours)  set the municipality have control over foodked enquiries? (Yes/No)  NA  there a reduction in the number of complaints or not? (Yes/No)  NA  wo long does in take to epen an account to a new customer? (1 day/ 2 days/ a week or longer)	
e there Council adopted business process tsructuing the flow and management of documentation feeding to Trial Balaince?  yes whong does it take for an Taxifurvice to be paid from the date it has been received?  30 days whong does it take for an Taxifurvice to be paid from the date it has been received?  No  dministration  action time on enquiries and requests?  Interest of a verbal customer enquiry or request? (working days)  to day me to respond to a verbal customer enquiry or request? (working days)  me to respond to a written customer enquiry or request? (working days)  No  No  No  work of ceals are not answered? (5%,10% or more)  No  work of ceals are not answered? (5%,10% or more)  No  set the municipality have control over locked enquiries? (Yes/No)  No  whong does it take to respond to voice mails? (hours)  No  whong does in take to repond to code enquires? (Yes/No)  No  whong does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	
there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?  Aministration  action time on enquiries and requests?  me to respond to a verbal customer enquiry or request? (working days)  me to respond to a verbal customer enquiry or request? (working days)  NA  to respond to a written customer enquiry or request? (working days)  1 day  hat percentage of calls are not answerd? (%st. (10% or more)  NA  vo long does it take to respond to vice mails? (hours)  set the municipality have control over locked enquiries? (Yes/No)  NA  whong does in take to open an account to a new customer? (1 days/ 2 days/ a week or longer)  NA	
dministration action time on enquiries and requests? me to respond to a verbal customer enquiry or request? (working days) 1 day me to respond to a verbal customer enquiry or request? (working days) NA me to respond to a written customer enquiry or request? (working days) NA the to reserve a customer enquiry or request? (working days) NA that percentage of calls are not answered? (5%,10% or more) NA working does it take to respond to voice mails? (hours) NA there a reduction in the number of complaints or not? (Yes/No) NA working does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer) NA	
immedicate and requests?  Interest or sepond to a verbal customer enquiry or request? (working days)  In day  me to respond to a verbal customer enquiry or request? (working days)  NA  Interest or session a customer enquiry or request? (working days)  Interest or session a customer enquiry or request? (working days)  Interest or enderstange or calls are not answered? (5% 1.0% or more)  NA  NA  work ong does it take to respond to voice mails? (hours)  NA  there a reduction in the number of complaints or not? (Yes/No)  NA  working does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)  NA	••
me to respond to a verbal customer enquiry or request? (working days)  NA  me to respond to a written customer enquiry or request? (working days)  NA  me to resolve a customer enquiry or request? (working days)  1 day  hat percentage of calls are not answered? (5%,10% or more)  NA  wo long does it take to respond to voice mails? (hours)  NA  there a reduction in the number of complaints or not? (Yes/No)  NA  wo long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)  NA	
me to respond to a written customer enquiry or request? (working days)  NA  ne to restove a customer enquiry or request? (working days)  1 day  hat percentage of cells are not cansewed? (%s. f.0% or more)  NA  wo long does it take to respond to vice mails? (hours)  set the municipality have control over locked enquiries? (Yes/No)  NA  there a reduction in the number of complaints or not? (Yes/No)  NA  wo long does in take to open an account to a new customer? (1 day/ 2 days/a week or longer)  NA	mmediately I day
hat percentage of calls are not answered? (5%,10% or more)  NA  w long does it take to respond to voice mails? (hours)  NA  NA  see the municipality have control over locked enquiries? (Yes/No)  NA  there a reduction in the number of complaints or not? (Yes/No)  NA  w long does in take to open an account to a new customer? (1 dayl/2 days/a week or longer)  NA	N/A
ow long does it take to respond to voice mails? (hours)  NA  NA  NA  NA  NA  NA  NA  NA  NA  N	
nes the municipality have control over locked enquiries? (Yes/No)  NA  NA  NA  NA  NA  NA  NA  NA  NA  N	
ow long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	
ommunity safety and licensing services	
ow long does it take to register a vehicle? (minutes)  NIA  NIA  NIA	
ow long does it take to issue a duplicate registration certificate vehicle? (minutes)	N/A
ow long does it take to de-register a vehicle? (minutes)  NIA	
ow long does it take to renew a drivers license? (minutes)  NA hat is the average reaction time of the fire service to an incident? (minutes)	
hat is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A
hat is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A
conomic development	
	22 Projects
	6 projects 2 projects
bes the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)  No	
bhar Sarving delivery and communication	
ther Service delivery and communication a information package handed to the new customer? (Yes/No) N/A	N/A
bes the municipality have training or information sessions to inform the community? (Yes/No)	
e customers treated in a professional and humanly manner? (Yes/No) Yes	/es