KwaZulu-Natal: Municipality(DC26) - Schedule of Service Delivery Standards Table 2017	
Description	Sandos Lovat
Standard	Service Level
Solid Wasta Removal	
Premise based removal (Residential Frequency)	N/A
Premise based removel (Business Frequency)	N/A
Bulk Removal (Frequency)	, N/A
Removal Bags provided(Yas/No)	N/A
Garden refuse removal included (YsaRko)	N/A
Street Cleaning Frequency in CBD	N/A
Street Cleaning Frequency in areas excluding CBD	N/A
How soon are public are:a cleaned after events (24hours/48hours/longer)	N/A
Clearing of illegal dumping (24hours/48hours/longer)	N/A
Recycling or environmentally friendly practices(Yes/No)	N/A
Licenced landfill site(Yes/No)	
LICANDED ISHOILIN BITO, (1921/40)	N/A
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	70%
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'e/longer period)	Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Two Months
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	I INC MALAUS
One service connection affected (number of hours)	24rvs
Up to 5 service connection affected (number of hours)	12hrs
Up to 20 service connection affected (number of hours)	8hrs
Feeder pipe larger than 800mm (number of hours)	N/A
Vhat is the average minimum water flow in your municipality?	50MLD
to you practice any environmental or scarce resource protection activities as part of your operatione? (Yes/No)	Yes
ow long does it take to replace faulty water meters? (days)	30 days
to you have a cathodic protection system in picce that is operational at this strige? (Yes/No)	Yes
, , , , , , , , , , , , , , , , , , , ,	1.50
	·
lectricity Service	
/hat is your electricity availability percentage on average per month?	N/A
o your municipality have a ripple control in place that is operational? (Yes/No)	N/A
ow much do you estimate is the cost saving in utilizing the ripple control system?	N/A
hat is the frequency of meters being read? (per month, per year)	NA
re satimated consumption calculated at consumption over (two month's/three month's/longer period)	
	I N/A
n everage for how long does the municipality use estimates before reverting back to actual readings? (months)	N/A
	NA
uration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	N/A N/A
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(Dub)

Myrin

Administration	
Reaction time on enquiries and requests?	48hours
Time to respond to a verbal customer enquiry or request? (working days)	3days
Time to respond to a written customer enquiry or request? (working days)	5days
Time to resolve a customer enquiry or request? (working days)	5days -
What percentage of calls are not answered? (5%,10% or more)	5hrs
How long does it take to respond to voice mails? (hours)	1 hour
Does the municipality have control over locked enquiries? (Yes/No)	No
Is there a reduction in the number of complaints or not? (Yes/No)	yes
How long does in take to open an encount to a new customer? (1 day/ 2 days/ a week or longer)	14days
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 Ilcensing services	
How long does it take to register a vehicle? (minutes)	N/A
How long does it take to renew a vehicle license? (minutes)	N/A
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	N/A
How long does it take to de-register a vehicle? (minutes)	N/A
How long does it take to renew a drivers licanse? (minutes)	N/A
What is the average reaction time of the fire service to an incident? (minutes)	N/A
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A
Economic development	
How many economic development projects does the municipality drive?	10
growth projects?	5
What percentage of the projects have created sustainable job excurity?	10%
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes
Other Service delivery and communication	
ts 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, during roadshows
Are customers treated in a professional and humaniy manner? (Yes/No)	Yes

Quido

30 MAY 2017

30 May 2017