

KwaZulu-Natal: Municipality(DC26) - Schedule of Service Delivery Standards Table 2017

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)		N/A
Premise based removal (Business Frequency)		N/A
Bulk Removal (Frequency)		N/A
Removal Bags provided(Yes/No)		N/A
Garden refuse removal Included (Yes/No)		N/A
Street Cleaning Frequency in CBD		N/A
Street Cleaning Frequency In areas excluding CBD		N/A
How soon are public areas 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
Licensed landfill site(Yes/No)		N/A
Water Service		
Water Quality rating (Blue/Green/Brown/NO 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's/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)		
One service connection affected (number of hours)		24hrs
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
What is the average minimum water flow in your municipality?		50MLD
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)		30 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?		N/A
Do your municipality have a ripple control in place that is operational? (Yes/No)		N/A
How much do you estimate is the cost saving in utilizing the ripple control system?		N/A
What is the frequency of meters being read? (per month, per year)		N/A
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		N/A
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		N/A
Are accounts normally calculated on actual readings? (Yes/No)		N/A
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		N/A
How long does it take to replace faulty meters? (days)		N/A
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		N/A
How effective is the action plan in curbing line losses? (Good/Bad)		N/A
How soon does the municipality provide a quotation to a customer upon a written request? (days)		N/A
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		N/A
days)		N/A
days)		N/A
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?		100%
How long does it take to restore sewerage breakages on average		
Sewers overflow? (hours)		5hrs
Sewer blocked pipes: Large pipes? (Hours)		5hrs
Sewer blocked pipes: Small pipes? (Hours)		5hrs
Spillage clean-up? (hours)		3hrs
Replacement of manhole covers? (Hours)		3hrs
Road Infrastructure Services		
Time taken to repair a single pothole on a major road? (Hours)		N/A
Time taken to repair a single pothole on a minor road? (Hours)		N/A
Time taken to repair a road following an open trench service crossing? (Hours)		N/A
Time taken to repair walkways? (Hours)		N/A
Property valuations		
How long does it take on average from completion to the first account being issued? (one month/three months or longer)		N/A
Do you have any special rating properties? (Yes/No)		N/A
Financial Management		
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/increase)		Decrease
Are the financial statement outsourced? (Yes/No)		No
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?		Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?		Payment is done within 30 days
procurement plans?		No

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 it take to open an account 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 licensing 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 license? (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? growth projects?	10 5
What percentage of the projects have created sustainable job security?	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	
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, during roadshows
Are customers treated in a professional and humanly manner? (Yes/No)	Yes

[Handwritten signature]

[Handwritten signature]

30 MAY 2017

30 May 2017