

EC Province: Alfred Nzo District Municipality(DC44) - Schedule of Service Delivery Standards Table - FINAL 2018/2019

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)	Participate on Blue, Green and No drop
	Is free water available to all? (All/only to the indigent consumers)	Only to indigents
	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)	1 month
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	1 month
	Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
	One service connection affected (number of hours)	12 hours
	Up to 5 service connection affected (number of hours)	24 hours
	Up to 20 service connection affected (number of hours)	24 hours
	Feeder pipe larger than 800mm (number of hours)	48 hours
	What is the average minimum water flow in your municipality?	Minimum to medium flow
	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)	1 month
	Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No
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
	How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	N/A
	How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working 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?	6kl flush per household/VIP Toilets
	How long does it take to restore sewerage breakages on average	
	Severe overflow? (hours)	4 hours
	Sewer blocked pipes: Large pipes? (Hours)	4 hours
	Sewer blocked pipes: Small pipes? (Hours)	2 hours
	Spillage clean-up? (hours)	4 hours
	Replacement of manhole covers? (Hours)	3 hours
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)	Yes
	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?	30 days
	Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Yes
Administration		
	Reaction time on enquiries and requests?	within 24 hours
	Time to respond to a verbal customer enquiry or request? (working days)	immediately
	Time to respond to a written customer enquiry or request? (working days)	within 24 hours
	Time to resolve a customer enquiry or request? (working days)	immediately
	What percentage of calls are not answered? (5%,10% or more)	0 per cent
	How long does it take to respond to voice mails? (hours)	we don't have voicemail option
	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 it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 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?	As per the need

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 rural area? (minutes)	N/A
Economic development	
How many economic development projects does the municipality drive?	7 programmes
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	3 programmes (Poverty Alleviation, Ludeke and Ntenetyana Dam Developments
What percentage of the projects have created sustainable job security?	No tool to measure percentage of employment
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 there an 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