| Western Cape: Cape Winelands District Municipality(DC2) - Schedule of Service Delivery Standards | |
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| Description Standard | |
| | Service Level |
| Solid Wasto Removal Premise based removal (Residential Frequency) | |
| Premise based removal (Residential Frequency) | |
| Bulk Removal (Frequency) | 1 |
| Removal Bass providad(Yes/No) | 1 |
| Garden refitee removal included (Yes/No) | İ |
| Street Cleaning Frequency in CBD | |
| Street Cleaning Frequency in areas excluding CBD | |
| How soon are public areas cleaned after events (24hours/48hours/fonger) | |
| Clearing of Begal dumping (24hours/48hours/nonger) | |
| Recycling or environmentally intendity practices(Yes/No) | |
| Licenced lendfill site(Yes/No) | 1 |
| • | NA - DISTRICT MUNICIPALITY |
| Water Service | |
| Water Quality rating (Blue/Green/Brown/N0 drop) | |
| is free water available to all? (All/only to the Indigent consumers) | |
| Frequency of meter reading? (per month, per year) | |
| Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period) | |
| On everage for how long does the municipality use estimates before reverting beck to actual readings? (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) | |
| Up to 5 service connection affected (number of hours) | 1 |
| Up to 20 service connection affected (number of hours) | |
| Feeder pipe larger than 800mm (number of hours) | 1 |
| What is the average minimum water flow in your municipality? | |
| To you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) | |
| low long does it take to replace faulty water meters? (days) | |
| bo you have a cathodic protection system in place that is operational at this stage? (Yee/No) | 1 |
| | NA - DISTRICT MUNICIPALITY |
| ischicity Service | THE PROPERTY AND INCOME. |
| What is your electricity availability percantage on average per month? | |
| to your municipality have a rippie control in piace that is operational? (Yes/No) | |
| low much do you estimate is the cost saving in utilizing the ripple control system? | 1 |
| that is the frequency of meters being read? (per month, per year) | |
| re estimated consumption calculated at consumption over (two month's/three month's/longer period) | |
| n average for how long does the municipality use estimates before reverting back to actual readings? (months) | 1 |
| uration before availability of electricity to protect the protect of the protect | |
| uration before availability of electricity is restored in cases of breakages (immediately/one days/two days/longer) re accounts normally calculated on actual readings? (Yos/no) | |
| O WHI CONTROL ON CONTROL ON ROLLING CONTROL ON THE | |
| o you practice any environmental or scarce resource protection activities as part of your operations? (Yea/No) ow long does it take to replace faulty meters? (days) | |
| OWN house a finance to repeated resulty meters; (carye) | |
| o you have a plan to prevent (llegal connections and prevention of electricity theft? (Yes/No) | |
| ow effective is the action plan in curbing line losses? (Good/Bad) ow soon does the municipality provide a quotation to a customer upon a written request? (days) | |
| ow long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) | |
| ow long does the municipality takes to provide electricity service for low voltage users where network extends to be a service for low voltage users where network extends to be a service for low voltage users where network extends to be a service for low voltage users where network extends to be a service for low voltage users where network extends to be a service for low voltage users where network extends to be a service for low voltage users where network extends to be a service for low voltage users where network extends to be a service for low voltage users where network extends to be a service for low voltage users where network extends to be a service for low voltage users where the low | NA - DISTRICT MUMICIPA I TV |
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| low many times does SCM Unit, CFO's Unit and Technical unit alt to review and resolve SCM process delays other than normal monthly management meetings? | Informal reviewing sessions are held as delays occur |
|--|--|
| Community safety and licensing services | |
| flow long does it take to register a vehicle? (minutes) | |
| tow long does it take to renew a vehicle license? (minutes) | |
| low long does it take to issue a dupticate registration cartificate vehicle? (minutes) | |
| tow long does it take to de-register a vehicle? (minutes) | |
| low long does it take to renew a drivors Topnse? (minutes) | |
| Vhat is the average reaction time of the fire service to an incident? (minutes) | |
| Visit is the average reaction time of the ambutance service to an incident in the urban area? (minutes) | |
| What is the average reaction time of the ambulance service to an incident in the rural area? (minutes) | |
| The state of the s | NA - DISTRICT MUNICIPALITY |
| conomic development | C PROSESSION SERVICES |
| low many economic development projects does the municipality drive? | ETATE CONTRACTOR AND AND |
| ow many economic development programme are daamed to be catalytic in creating an enabling anvironment to unlock key economic growth projects? | 5 |
| What percentage of the projects have created sustainable job security? | 80% |
| oes the municipality have any incentive plans in place to create an conductive anytronment for economic development? (Yes/No) | 00% |
| | NO |
| ther Service delivery and communication | OF A SECRETARIA SECRET |
| a information package handed to the new customer? (Yes/No) | NEADCON AND AND AND AND AND AND AND AND AND AN |
| oes the municipality have training or information sessions to inform the community? (Yes/No) | Yes |
| e customers treated in a professional and humanily manner? (Yas/No) | ras |
| | Yes |