Province: Municipality(KZN 226) - Schedule of Service Delivery Standards Table 2021/22

Description		
Standard	Service Level	
Solid Waste Removal		
Premise based removal (Residential Frequency)	3 hours	
Premise based removal (Business Frequency)	3 hours	
Bulk Removal (Frequency)	2 hours	
Removal Bags provided(Yes/No)	Yes	
Garden refuse removal Included (Yes/No)	Yes	
Street Cleaning Frequency in CBD	a day	
Street Cleaning Frequency in areas excluding CBD	4 hours	
How soon are public areas cleaned after events (24hours/48hours/longer)	2 hours	
Clearing of illegal dumping (24hours/48hours/longer)	24 hous	
Recycling or environmentally friendly practices(Yes/No)	Yes	
Licenced landfill site(Yes/No)	No	
Water Service	N/A	
Water Quality rating (Blue/Green/Brown/N0 drop)	N/A	
Is free water available to all? (All/only to the indigent consumers)	N/A	
Frequency of meter reading? (per month, per year)	N/A	
Are estimated consumption calculated on actual 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 (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		
One service connection affected (number of hours)	N/A	
Up to 5 service connection affected (number of hours)	N/A	
Up to 20 service connection affected (number of hours)	N/A	
Feeder pipe larger than 800mm (number of hours)	N/A	
What is the average minimum water flow in your municipality?	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 water meters? (days)	N/A	
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	N/A	
Electricity Service		

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Vhat is your electricity availability percentage on average per month?	N/A
Oo 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
Vhat 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
Oo 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
Oo 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
low long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	N/A
low 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?	N/A
o what extend do you subsidize your indigent consumers?	N/A
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	N/A
Sewer blocked pipes: Large pipes? (Hours)	N/A
Sewer blocked pipes: Small pipes? (Hours)	N/A
Spillage clean-up? (hours)	N/A
Replacement of manhole covers? (Hours)	N/A
Road Infrastructure Services	
ime taken to repair a single pothole on a major road? (Hours)	6 hours
ime taken to repair a single pothole on a minor road? (Hours)	48 hours
ime taken to repair a road following an open trench service crossing? (Hours)	48 hours
	4 hour

How long does it take on average from completion to the first account being issued? (one month/three months or longer) Do you have any special rating properties? (Yes/Ne) Financial Management Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase) Are the financial statement outsources? (Yes/Ne) Are there Council adopted business process turuting the flow and management of documentation feeding to Trial Balaince? How long does it take for an Tax/Invoice to be paid from the date it has been received? Is there advance planning from SCM until linking all departmental plans quaterly and annualy including for the next two to three years procurement plans? Administration Almospond to a verted customer enquiry or request? (working days) Time to respond to a verted customer enquiry or request? (working days) Time to respond to a verted customer enquiry or request? (working days) Time to respond to a verted customer enquiry or request? (working days) An average of calls are not answered? (SS-10% or more) The total properties are not answered? (SS-10% or more) The total properties are not answered? (SS-10% or more) The vertex of the municipality have central over locked enquires? (Yes/No) The vertex of the municipality have central over locked enquires? (Yes/No) The vertex of the municipality have central over locked enquires? (Yes/No) The vertex of the first and trachnical unit sit to review and resolve SCM process delays other than normal monthly management meetings? The vertex of the first are vertex of the first service to an incident in the unauth area? (minutes) The vertex of the first service to an incident? (minutes) The vertex of the first service to	Property valuations	1	
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Is there a reduction in the number of complaints or not? (Yes/No) How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer) 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? Once a Month Community safety and licensing services How long does it take to register a vehicle? (minutes) How long does it take to renew a vehicle license? (minutes) How long does it take to issue a duplicate registration certificate vehicle? (minutes) How long does it take to de-register a vehicle? (minutes) How long does it take to de-register a vehicle? (minutes) What is the average reaction time of the fire service to an incident? (minutes) What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	How long does it take to respond to voice mails? (hours)	n/a	
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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) How long does it take to renew a vehicle license? (minutes) How long does it take to issue a duplicate registration certificate vehicle? (minutes) How long does it take to de-register a vehicle? (minutes) How long does it take to de-register a vehicle? (minutes) How long does it take to renew a drivers license? (minutes) What is the average reaction time of the fire service to an incident? (minutes) What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) N/A	Is there a reduction in the number of complaints or not? (Yes/No)	Yes	
Community safety and licensing services How long does it take to register a vehicle? (minutes) How long does it take to renew a vehicle license? (minutes) How long does it take to issue a duplicate registration certificate vehicle? (minutes) How long does it take to de-register a vehicle? (minutes) How long does it take to de-register a vehicle? (minutes) How long does it take to renew a drivers license? (minutes) What is the average reaction time of the fire service to an incident? (minutes) What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) N/A	How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 Day	
How long does it take to register a vehicle? (minutes) How long does it take to renew a vehicle license? (minutes) How long does it take to issue a duplicate registration certificate vehicle? (minutes) How long does it take to de-register a vehicle? (minutes) How long does it take to renew a drivers license? (minutes) What is the average reaction time of the fire service to an incident? (minutes) What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) N/A	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?	Once a Month	
How long does it take to renew a vehicle license? (minutes) How long does it take to issue a duplicate registration certificate vehicle? (minutes) How long does it take to de-register a vehicle? (minutes) How long does it take to renew a drivers license? (minutes) What is the average reaction time of the fire service to an incident? (minutes) What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) N/A	Community safety and licensing services		
How long does it take to issue a duplicate registration certificate vehicle? (minutes) How long does it take to de-register a vehicle? (minutes) How long does it take to renew a drivers license? (minutes) What is the average reaction time of the fire service to an incident? (minutes) What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) N/A	How long does it take to register a vehicle? (minutes)	3 Minutes	
How long does it take to de-register a vehicle? (minutes) How long does it take to renew a drivers license? (minutes) What is the average reaction time of the fire service to an incident? (minutes) What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) N/A	How long does it take to renew a vehicle license? (minutes)	3 Minutes	
How long does it take to renew a drivers license? (minutes) What is the average reaction time of the fire service to an incident? (minutes) What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) N/A N/A	How long does it take to issue a duplicate registration certificate vehicle? (minutes)	2 Minutes	
What is the average reaction time of the fire service to an incident? (minutes) What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) N/A	How long does it take to de-register a vehicle? (minutes)	2 Minutes	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	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)	Same time	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	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?	Five Projects	
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	One Project	
What percentage of the projects have created sustainable job security?	6	
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	
Are customers treated in a professional and humanly manner? (Yes/No)	Yes	