

North West Province: (NW396) - Schedule of Service Delivery Standards Table

Standard	Description	Service Level
<b>Solid Waste Removal</b>		
	Premise based removal (Residential Frequency)	Daily
	Premise based removal (Business Frequency)	Daily
	Bulk Removal (Frequency)	Weekly
	Removal Bags provided(Yes/No)	N/A
	Garden refuse removal Included (Yes/No)	No
	Street Cleaning Frequency in CBD	Weekly
	Street Cleaning Frequency in areas excluding CBD	-
	How soon are public areas cleaned after events (24hours/48hours/longer)	24 Hours
	Clearing of illegal dumping (24hours/48hours/longer)	Longer
	Recycling or environmentally friendly practices(Yes/No)	No
	Licensed landfill site(Yes/No)	Yes
<b>Water Service</b>		
	Water Quality rating (Blue/Green/Brown/N0 drop)	Blue
	Is free water available to all? (All/only to the indigent consumers)	Only to indigent consumers
	Frequency of meter reading? (per month, per year)	per month
	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)	only use averages on emergencies
	<b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b>	
	One service connection affected (number of hours)	2 Hours
	Up to 5 service connection affected (number of hours)	6 Hours
	Up to 20 service connection affected (number of hours)	10 Hours
	Feeder pipe larger than 800mm (number of hours)	
	What is the average minimum water flow in your municipality?	7 ML/DAY
	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	
	How long does it take to replace faulty water meters? (days)	
	Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	
<b>Electricity Service</b>		
	What is your electricity availability percentage on average per month?	1
	Do your municipality have a ripple control in place that is operational? (Yes/No)	No
	How much do you estimate is the cost saving in utilizing the ripple control system?	
	What is the frequency of meters being read? (per month, per year)	Per month
	Are estimated consumption calculated at 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)	only use averages on emergencies
	Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Immediately
	Are accounts normally calculated on actual readings? (Yes/no)	Yes
	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	
	How long does it take to replace faulty meters? (days)	
	Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
	How effective is the action plan in curbing line losses? (Good/Bad)	
	How soon does the municipality provide a quotation to a customer upon a written request? (days)	1 day
	How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	2 working days
	How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	2 working days
	How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	
<b>Sewerage Service</b>		
	Are your purification system effective enough to put water back in to the system after purification?	
	To what extend do you subsidize your indigent consumers?	
	<b>How long does it take to restore sewerage breakages on average</b>	
	Severe overflow? (hours)	6 Hours
	Sewer blocked pipes: Large pipes? (Hours)	3 hours
	Sewer blocked pipes: Small pipes? (Hours)	3 Hours
	Spillage clean-up? (hours)	2 Hours
	Replacement of manhole covers? (Hours)	
<b>Road Infrastructure Services</b>		
	Time taken to repair a single pothole on a major road? (Hours)	1 Hour
	Time taken to repair a single pothole on a minor road? (Hours)	1 Hour
	Time taken to repair a road following an open trench service crossing? (Hours)	5 days
	Time taken to repair walkways? (Hours)	
<b>Property valuations</b>		
	How long does it take on average from completion to the first account being issued? (one month/three months or longer)	it takes 1month to process billing
	Do you have any special rating properties? (Yes/No)	No
<b>Financial Management</b>		
	Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Increase
	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:Council adopted CCG systems as service provider
	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?	No
<b>Administration</b>		
	Reaction time on enquiries and requests?	1 Week
	Time to respond to a verbal customer enquiry or request? (working days)	1 Day
	Time to respond to a written customer enquiry or request? (working days)	1-21 Days
	Time to resolve a customer enquiry or request? (working days)	1-21 Days
	What percentage of calls are not answered? (5%,10% or more)	
	How long does it take to respond to voice mails? (hours)	0 Hours
	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)	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?	Never

<b>Community safety and licensing services</b>	
How long does it take to register a vehicle? (minutes)	1 MINUTE
How long does it take to renew a vehicle license? (minutes)	1 MINUTE
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	1 Week (done by province)
How long does it take to de-register a vehicle? (minutes)	1 minute
How long does it take to renew a drivers license? (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)	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	
<b>Economic development</b>	
How many economic development projects does the municipality drive?	No
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	No
What percentage of the projects have created sustainable job security?	No
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No
<b>Other Service delivery and communication</b>	
Is a information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	No
Are customers treated in a professional and humanly manner? (Yes/No)	Yes