

Province: Municipality(WC034) - Schedule of Service Delivery Standards Table 2024/2025

Standard Description	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency) Premise based removal (Business Frequency) Bulk Removal (Frequency) Removal Bags provided(Yes/No) Garden refuse removal Included (Yes/No) Street Cleaning Frequency in CBD Street Cleaning Frequency in areas excluding CBD How soon are public areas cleaned after events (24hours/48hours/longer) Clearing of illegal dumping (24hours/48hours/longer) Recycling or environmentally friendly practices(Yes/No) Licenced landfill site(Yes/No)	Weekly One to three times a week depending on type of business and generation Weekly (Infanta, Malagas) Transfer stations Yes No garden refuse service Skips available Daily and week-ends Monthly 24 Hours Longer No Yes - Permit Reg: B33/2/800/9/S/P171 27 March 1995
Water Service	
Water Quality rating (Blue/Green/Brown/NO 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 average for how long does the municipality use estimates before reverting back 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 during work in progress Up to 5 service connection affected during work in progress (number of hours) Up to 20 service connection affected during pipe burst repair process (number of hours) Feeder pipe larger than 800mm (number of hours) What is the average minimum water flow in your municipality? 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)	Water Quality Compliance is managed by the IRIS system- MICROBIOLOGICAL compliance from 2020-12-24 based on the SANS 241:2015 requirements is the main criteria of measurement Free water only for registered indigents and poor Readings must be monthly by Finance Department. Estimates can be done according to the by-law. Two months estimation and a real reading on the third month by Finance Two months unless a separate agreement was made with the customer by Finance Within 8 hours if in Day time Within 8 hours if other service will not be affected Within 8 hours if other service will not be affected The pipe repair will be done within 12 hours but the water pressure integrity may take much longer 5.4 Ml / Day amongst the four towns Yes by the introduction of water restrictions and other mitigating actions when required Within 7 days from receiving replacement notice. No, but the alkalinity and acidity of water is controlled at the Water Treatment Works
Electricity Service	
What is your electricity availability percentage on average per month? Do your municipality have a ripple control in place that is operational? (Yes/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) Are estimated consumption calculated at consumption over (two month's/three month's/longer period) On average for how long does the municipality use estimates before reverting back to actual readings? (months) Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer) Are accounts normally calculated on actual readings? (Yes/no) 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) 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) How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	99% depending on load shedding by Eskom No ripple control or any other demand side management over load profile Ripple controle can save up to 20% - if it can be installed Monthly Three months Three months in accordance of NRS 047 3 Hours on average but within the guidelines of NRS 047 Yes the only exception was during hard lockdown Covid periode No When it s reported the replacement will take place within 7 days-NRS 047 Yes, monitoring of consumption by exceptional reports from Finance Good Within 10 days where existing network is being used as per the categories in NRS 047 Within 30 days where existing network is being used as per the categories in NRS 047

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How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	Within 30 days where existing network is being used as per the categories in NRS 047
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	Within 90 days where existing network is being used as per the categories in NRS 047
Sewerage Service	
Are your Waste water treatment system effective enough to put water back in to the environment after treatment?	Waste Quality Compliance is managed by the IRIS system- SANS 241:2015 . Chemical and Physical requirements is the main criteria of measurement
To what extend do you subsidize your indigent consumers?	This service is free to all registered indigents
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	Within 4 hours
Sewer blocked pipes: Large pipes? (Hours)	Within 4 hours
Sewer blocked pipes: Small pipes? (Hours)	Within 4 hours
Spillage clean-up? (hours)	Within 4 hours
Replacement of manhole covers? (Hours)	Within 5 days after reported missing and depending on the availability of funds
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	Road maintenance is done in accordance with the Rural Road Asset Management System (RRAMS). Pothole repair is an interim temporary solution, until such roads can be resealed, resurfaced or rebuild. Pothole repairs will be done within the available funds in the budget and can take up to four weeks.
Time taken to repair a single pothole on a minor road? (Hours)	Road maintenance is done in accordance with the Rural Road Asset Management System (RRAMS). Pothole repair is an interim temporary solution, until such roads can be resealed, resurfaced or rebuild. Pothole repairs will be done within the available funds in the budget and can take up to four weeks.
Time taken to repair a road following an open trench service crossing? (Hours)	Road maintenance is done in accordance with the Rural Road Asset Management System (RRAMS). Pothole repair is an interim temporary solution, until such roads can be resealed, resurfaced or rebuild. The repairs can be done within the available funds in the budget and can take up to four weeks.
Time taken to repair walkways? (Hours)	Road maintenance is done in accordance with the Rural Road Asset Management System (RRAMS). Pothole repair is an interim temporary solution, until such roads can be resealed, resurfaced or rebuild. The repairs can be done within the available funds in the budget and can take up to four weeks.
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	As soon as interim valuation was completed
Do you have any special rating properties? (Yes/No)	No
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 to consultants
Are there Council adopted business process instructing the flow and managemet of documentation feeding to Trial Balalnce?	No
How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 Days from date of statement if all the documentation could be certified.
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	No
Administration	
Reaction time on enquiries and requests?	3 days
Time to respond to a verbal customer enquiry or request? (working days)	3 days
Time to respond to a written customer enquiry or request? (working days)	3 days
Time to resolve a customer enquiry or request? (working days)	3 days

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What percentage of calls are not answered? (5%, 10% or more) How long does it take to respond to voice mails? (hours) Does the municipality have control over logged enquiries? (Yes/No) Is there a reduction in the number of complaints or not? (Yes/No) How long does it 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? Land use applications Building plan applications	All calls get answered 3 days Yes via the Link App report managemnets system Yes 1 day Once per annum 120 days after advertising 21 days after complete application was received
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 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) What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	20 minutes 10 minutes 30 minutes 10 minutes 30 minutes 20 minutes 15 minutes 40 minutes
Economic development How many economic development projects does the municipality drive? How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects? What percentage of the projects have created sustainable job security? Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	N.A. Five Five No
Other Service delivery and communication Is a information package handed to the new customer? (Yes/No) Does the municipality have training or information sessions to inform the community? (Yes/No) Are customers treated in a professional and humanly manner? (Yes/No)	No Yes Yes - Batho Pele implemented. Code of Ethics implemented. Staff training.'