

Province: Mandeni Local Municipality-KZN291 - Schedule of Service Delivery Standards Table

Standard	Description
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)
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 (number of hours)
	Up to 5 service connection affected (number of hours)
	Up to 20 service connection affected (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)
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)
	How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)
	How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)
Sewerage Service	
	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?
	How long does it take to restore sewerage breakages on average
	Severe overflow? (hours)
	Sewer blocked pipes: Large pipes? (Hours)
	Sewer blocked pipes: Small pipes? (Hours)
	Spillage clean-up? (hours)
	Replacement of manhole covers? (Hours)
Road Infrastructure Services	
	Time taken to repair a single pothole on a major road? (Hours)
	Time taken to repair a single pothole on a minor road? (Hours)
	Time taken to repair a road following an open trench service crossing? (Hours)
	Time taken to repair walkways? (Hours)
Property valuations	
	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/No)
Financial Management	
	Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)
	Are the financial statement outsourced? (Yes/No)
	Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balance?
	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 unit linking all departmental plans quaterly and annually including for the next two to three years procurement plans?

Administration

Reaction time on enquiries and requests?

Time to respond to a verbal customer enquiry or request? (working days)

Time to respond to a written customer enquiry or request? (working days)

Time to resolve a customer enquiry or request? (working days)

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 locked 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?

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)

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 a conducive environment for economic development? (Yes/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)

Service Level
once a week once a week or as per request as per request yes as per request 5 days a week Includes CPW 4 days a week 24hours longer - clearing of illegal dumping takes longer because the municipality is still trying to improve in this regard, as this service has been outsourced. We have developed a plan to be implemented as we will be performing this service in-house. no Not Applicable - the Municipality does not have Landfill sites Not Applicable
no n/a per month estimates none immediately yes yes 1 day yes good within 48 hrs within 48 hrs within 48 hrs within 48 hrs Not Applicable
less than 8 hours less than 4 hours less than 8 hours less than 8 hours
one month yes
Decrease No Yes 30 days or less Yes

within 2 Hours	
within 2 working days	
within 3 working days	
within 2 days	
n/a	
no	
yes	
within a day / as per customers request	
yes	
n/a -the Licencing department does not have Motor Licencing	
n/a -the Licencing department does not have Motor Licencing	
n/a -the Licencing department does not have Motor Licencing	
n/a -the Licencing department does not have Motor Licencing	
15 minutes	
5 minutes	
n/a	
n/a	
no	
yes	
yes	