

Province: Municipality(LIM476) - Schedule of Service Delivery Standards Table XX

Standard	Description	Service Level
Solid Waste Removal		
	Premise based removal (Residential Frequency)	Daily
	Premise based removal (Business Frequency)	Daily
	Bulk Removal (Frequency)	Weekly
	Removal Bags provided(Yes/No)	Yes
	Garden refuse removal Included (Yes/No)	Yes
	Street Cleaning Frequency in CBD	Daily
	Street Cleaning Frequency in areas excluding CBD	Daily
	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)	Yes
	Licensed landfill site(Yes/No)	Yes
Water Service		
	Water Quality rating (Blue/Green/Brown/N0 drop)	Non Water Authority
	Is free water available to all? (All/only to the indigent consumers)	Non Water Authority
	Frequency of meter reading? (per month, per year)	Non Water Authority
	Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Non Water Authority
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Non Water Authority
	Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	Non Water Authority
	One service connection affected (number of hours)	Non Water Authority
	Up to 5 service connection affected (number of hours)	Non Water Authority
	Up to 20 service connection affected (number of hours)	Non Water Authority
	Feeder pipe larger than 800mm (number of hours)	Non Water Authority
	What is the average minimum water flow in your municipality?	Non Water Authority
	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Non Water Authority
	How long does it take to replace faulty water meters? (days)	Non Water Authority
	Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Non Water Authority
Electricity Service		
	What is your electricity availability percentage on average per month?	Non electricity Provider
	Do your municipality have a ripple control in place that is operational? (Yes/No)	Non electricity Provider
	How much do you estimate is the cost saving in utilizing the ripple control system?	Non electricity Provider
	What is the frequency of meters being read? (per month, per year)	Non electricity Provider
	Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Non electricity Provider
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Non electricity Provider
	Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Non electricity Provider
	Are accounts normally calculated on actual readings? (Yes/no)	Non electricity Provider
	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Non electricity Provider
	How long does it take to replace faulty meters? (days)	Non electricity Provider
	Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Non electricity Provider
	How effective is the action plan in curbing line losses? (Good/Bad)	Non electricity Provider
	How soon does the municipality provide a quotation to a customer upon a written request? (days)	Non electricity Provider
	How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	Non electricity Provider
	How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	Non electricity Provider
	How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	Non electricity Provider
Sewerage Service		
	Are your purification system effective enough to put water back in to the system after purification?	Non Sewer service provider
	To what extend do you subsidize your indigent consumers?	Non Sewer service provider
	How long does it take to restore sewerage breakages on average	Non Sewer service provider
	Severe overflow? (hours)	Non Sewer service provider
	Sewer blocked pipes: Large pipes? (Hours)	Non Sewer service provider
	Sewer blocked pipes: Small pipes? (Hours)	Non Sewer service provider
	Spillage clean-up? (hours)	Non Sewer service provider
	Replacement of manhole covers? (Hours)	Non Sewer service provider
Road Infrastructure Services		
	Time taken to repair a single pothole on a major road? (Hours)	24 hours
	Time taken to repair a single pothole on a minor road? (Hours)	24 hours
	Time taken to repair a road following an open trench service crossing? (Hours)	48 hours
	Time taken to repair walkways? (Hours)	48 hours
Property valuations		
	How long does it take on average from completion to the first account being issued? (one month/three months or longer)	One Month
	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
	Are there Council adopted business process structuring the flow and managemet of documentation feeding to Trial Balance?	Yes

How long does it take for an Tax/Invoice to be paid from the date it has been received?	Within 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?	Yes	
Administration		
Reaction time on enquiries and requests?	Immediately	
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)	2 days	
Time to resolve a customer enquiry or request? (working days)	1 day	
What percentage of calls are not answered? (5%,10% or more)		5%
How long does it take to respond to voice mails? (hours)	1 hour	
Does the municipality have control over locked enquiries? (Yes/No)	yes	
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?	Bi weekly	
Community safety and licensing services		
How long does it take to register a vehicle? (minutes)	5 minutes	
How long does it take to renew a vehicle license? (minutes)	5 minutes	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	10 minutes	
How long does it take to de-register a vehicle? (minutes)	10 minutes	
How long does it take to renew a drivers license? (minutes)	5 minutes	
What is the average reaction time of the fire service to an incident? (minutes)	15 minutes	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	15 minutes	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	10 minutes	
Economic development		
How many economic development projects does the municipality drive?		10
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		7
What percentage of the projects have created sustainable job security?		5
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	