December 1999   December 1999   December 1999   December 2009   December 200	Province: Municipality(LIM476) - Schedule of Service Delivery Standards Table XX	
South Vision Removed Profession Section Profession Section (Florate) Profession Section Section (Florate) Profession Section (Florat		
Promise book monoco (Financiaro)   Department (Promise)   Department (Promise book monoco (Promise)   Department		Service Level
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Sea Network (Programmy)   Sealer minute introduction (Programmy)   Value   V		•
Secretar   Description   Des		-
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Circinote Service   Serv	Clearing of illegal dumping (24hours/48hours/longer)	Longer
Water Service  Water Classified Committed Comm	Recycling or environmentally friendly practices(Yes/No)	Yes
Name Cauthy among (Basel Caream Direct Among Caream	Licenced landfill site(Yes/No)	Yes
Name Cauthy among (Basel Caream Direct Among Caream	Water Comities	
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Cin average for how frog does the municipality are estimates before neverting back to actual avalanging (motivation)  Describes controlled in the control of the provision of th	Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	-
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Feeder poe larger fines OSDmin (runther of hours)  Most is the average minimum water from in your municipality?  Do you practice are your environmental or scance resource protection activities as part of your operation? (Yes/No)  Non Yaker Authorly  Non Author	Up to 5 service connection affected (number of hours)	Non Water Authority
What is the average minimum water flow in your municipality?  On your percision any removemental or secures recourse protection activities as part of your operations? (YeshNo)  Not Yater Authorly  Not Authorly	Up to 20 service connection affected (number of hours)	Non Water Authority
Do you protoco any environmental or scance resource protection activities as part of your operations? (Yes/No) Nor Yates Authority Nor Yates Autho		Non Water Authority
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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 outsources? (Yes/No)  Yes		·
Time taken to repair a single pothole on a major road? (Hours)  24 hours  24 hours  25 hours  26 hours  27 hours  28 hours  29 hours  29 hours  20 hours  20 hours  20 hours  21 hours  22 hours  28 hours  28 hours  48		Troil dewel service provider
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)  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 outsources? (Yes/No)  24 hours  48 hours  One Month No  Poerease  Property valuations  One Month No  Perease  Property valuations  One Month No  Perease  Property valuations  One Month No  Property valuations  One Month No  Property valuations  No  Property valuations  No  Property valuations  One Month No  Property valuations  No  Property	Road Infrastructure Services	
Time taken to repair a road following an open trench service crossing? (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)  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 outsources? (Yes/No)  48 hours  One Month No  Decrease Yes	Time taken to repair a single pothole on a major road? (Hours)	24 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 outsources? (Yes/No)  48 hours  One Month No  Pocrease  Are the financial statement outsources? (Yes/No)  48 hours	Time taken to repair a single pothole on a minor road? (Hours)	24 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 outsources? (Yes/No)  Yes		48 hours
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 outsources? (Yes/No)  Yes	Time taken to repair walkways? (Hours)	48 hours
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 outsources? (Yes/No)  Yes	Proporty valuations	
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 outsources? (Yes/No)  Yes		One March
Financial Management  Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)  Are the financial statement outsources? (Yes/No)  Yes		
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)  Are the financial statement outsources? (Yes/No)  Yes		110
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)  Are the financial statement outsources? (Yes/No)  Yes	Financial Management	
	Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balaince?	Are the financial statement outsources? (Yes/No)	Yes
	Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	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 quaterly and annualy 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)		59
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 in 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?		1
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)	Yes	
Other Service delivery and communication		
ls 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	