UMZIMVUBU LOCAL MUNICIPALITY

Province: Municipality(EC 442) - Schedule of Service Delivery Standards Table XX	
Description	
Standard	**Service Level**
Solid Waste Removal	
Premise based removal (Residential Frequency)	2 days a week
Premise based removal (Business Frequency)	5 days a week
Bulk Removal (Frequency)	2 days a week
Removal Bags provided(Yes/No)	Yes to householdsin urban settlement
Garden refuse removal Included (Yes/No)	Yes
Street Cleaning Frequency in CBD	7 days
Street Cleaning Frequency in areas excluding CBD	5 days a week
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours
Clearing of illegal dumping (24hours/48hours/longer)	24 hours
Recycling or environmentally friendly practices(Yes/No)	Yes
Licenced landfill site(Yes/No)	Yes
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	Water is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Is free water available to all? (All/only to the indigent consumers)	Water is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Frequency of meter reading? (per month, per year)	Water is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Water is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Water is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	Water is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
One service connection affected (number of hours)	Water is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Up to 5 service connection affected (number of hours)	Water is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Up to 20 service connection affected (number of hours)	Water is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Feeder pipe larger than 800mm (number of hours)	Water is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
What is the average minimum water flow in your municipality?	Water is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Water is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
How long does it take to replace faulty water meters? (days)	Water is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Water is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Electricity Service	
What is your electricity availability percentage on average per month?	The municipality depend on Eskom for Electricity provision
Do your municipality have a ripple control in place that is operational? (Yes/No)	The municipality depend on Eskom for Electricity provision
How much do you estimate is the cost saving in utilizing the ripple control system?	The municipality depend on Eskom for Electricity provision
What is the frequency of meters being read? (per month, per year)	The municipality depend on Eskom for Electricity provision
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	The municipality depend on Eskom for Electricity provision
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	The municipality depend on Eskom for Electricity provision
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	The municipality depend on Eskom for Electricity provision

Are accounts normally calculated on actual readings? (Yes/no)	The municipality depend on Eskom for Electricity provision
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	The municipality depend on Eskom for Electricity provision
How long does it take to replace faulty meters? (days)	The municipality depend on Eskom for Electricity provision
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	The municipality depend on Eskom for Electricity provision
How effective is the action plan in curbing line losses? (Good/Bad)	The municipality depend on Eskom for Electricity provision
How soon does the municipality provide a quotation to a customer upon a written request? (days)	The municipality depend on Eskom for Electricity provision
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	The municipality depend on Eskom for Electricity provision
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	The municipality depend on Eskom for Electricity provision
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	The municipality depend on Eskom for Electricity provision
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	Sanitation is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
To what extend do you subsidize your indigent consumers?	Sanitation is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
How long does it take to restore sewerage breakages on average	Sanitation is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Severe overflow? (hours)	Sanitation is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Sewer blocked pipes: Large pipes? (Hours)	Sanitation is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Sewer blocked pipes: Small pipes? (Hours)	Sanitation is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Spillage clean-up? (hours)	Sanitation is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Replacement of manhole covers? (Hours)	Sanitation is a competency of Alfred Nzo District Municipality as they are a WSA and WSP
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	48 hours
Time taken to repair a single pothole on a minor road? (Hours)	72 hours
Time taken to repair a road following an open trench service crossing? (Hours)	24 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)	1 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)	There's no Unauthorised expenditure incurred in the current finacincial year however there's an amount of R871 0000 which is carried over from the previous financial year.
Are the financial statement outsources? (Yes/No)	No
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, even though payments are done on a weekly basis upon receipt of a valid tax invoice
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 working day
Time to respond to a written customer enquiry or request? (working days)	2 working days
Time to resolve a customer enquiry or request? (working days)	2 working days
What percentage of calls are not answered? (5%,10% or more)	None
How long does it take to respond to voice mails? (hours)	1 working day
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?	Monthly through inter-departmental meetings that sit monthly other than the normal management meeting
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	About 07 minutes
How long does it take to renew a vehicle license? (minutes)	About 05 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	About 10 minutes
How long does it take to de-register a vehicle? (minutes)	About 07 minutes
How long does it take to renew a drivers license? (minutes)	About 05 minutes and 01 month for the renewed lincence to return to our offices for issue.
What is the average reaction time of the fire service to an incident? (minutes)	Within 30 minutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	Within 30 minutes
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	Within 1:30 hours
Economic development	
How many economic development projects does the municipality drive?	About 13 projects
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	10 Projects
What percentage of the projects have created sustainable job security?	75%
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