

# **ANNEXURE "K"**

SERVICE DELIVERY STANDARDS

Western Cape: Cape Winelands District Municipality(DC2) - Schedule of Service Delivery Standards Annexure "N"

Standard	Description	Service Level
Solid Waste Removal	Premise based removal (Residential Frequency)	NA - DISTRICT MUNICIPALITY
Premise based removal (Business Frequency)	Bulk Removal (Frequency)	NA - DISTRICT MUNICIPALITY
Removal Bags provided(Yes/No)	Garden refuse removal Included (Yes/No)	NA - DISTRICT MUNICIPALITY
Street Cleaning Frequency in CBD	Street Cleaning Frequency in areas excluding CBD	NA - DISTRICT MUNICIPALITY
How soon are public areas cleaned after events (24hours/48hours/longer)	Cleaning of illegal dumping (24hours/48hours/longer)	NA - DISTRICT MUNICIPALITY
Recycling or environmentally friendly practices(Yes/No)	Licenced landfill site(Yes/No)	NA - DISTRICT MUNICIPALITY
Water Service	Water Quality rating (Blue/Green/Brown/NO drop)	NA - DISTRICT MUNICIPALITY
Is free water available to all? (All/only to the indigent consumers)	Frequency of meter reading? (per month, per year)	NA - DISTRICT MUNICIPALITY
Are estimated consumption calculated on actual consumption over (two months/three months/longer period)	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	NA - DISTRICT MUNICIPALITY
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	One service connection affected (number of hours)	NA - DISTRICT MUNICIPALITY
Up to 5 service connection affected (number of hours)	Up to 20 service connection affected (number of hours)	NA - DISTRICT MUNICIPALITY
Feeder pipe larger than 800mm (number of hours)	What is the average minimum water flow in your municipality?	NA - DISTRICT 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)	NA - DISTRICT MUNICIPALITY
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Electricity Service	NA - DISTRICT MUNICIPALITY
What is your electricity availability percentage on average per month?	Do your municipality have a ripple control in place that is operational? (Yes/No)	NA - DISTRICT MUNICIPALITY
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)	NA - DISTRICT MUNICIPALITY
Are estimated consumption calculated at consumption over (two months/three months/longer period)	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	NA - DISTRICT MUNICIPALITY
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)	NA - DISTRICT 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 meters? (days)	NA - DISTRICT MUNICIPALITY
How 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)	NA - DISTRICT MUNICIPALITY
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)	NA - DISTRICT MUNICIPALITY
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)	NA - DISTRICT MUNICIPALITY
Sewerage Service	Are your purification system effective enough to put water back in to the system after purification?	NA - DISTRICT MUNICIPALITY
To what extent do you subsidize your indigent consumers?	How long does it take to restore sewerage breakages on average	NA - DISTRICT MUNICIPALITY
Severe overflow? (hours)	Sewer blocked pipes: Large pipes? (Hours)	NA - DISTRICT MUNICIPALITY
Sewer blocked pipes: Small pipes? (Hours)	Spillage clean-up? (hours)	NA - DISTRICT MUNICIPALITY
Replacement of manhole covers? (Hours)	Road Infrastructure Services	NA - DISTRICT MUNICIPALITY
Time taken to repair a single pothole on a major road? (Hours)	Time taken to repair a single pothole on a minor road? (Hours)	NA - DISTRICT MUNICIPALITY
Time taken to repair a road following an open trench service crossing? (Hours)	Time taken to repair walkways? (Hours)	NA - DISTRICT MUNICIPALITY
Property valuations	How long does it take on average from completion to the first account being issued? (one month/three months or longer)	NA - DISTRICT MUNICIPALITY
Do you have any special rating properties? (Yes/No)	Financial Management	NA - DISTRICT MUNICIPALITY
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Are the financial statement outsourced? (Yes/No)	NA - DISTRICT MUNICIPALITY
Are there Council adopted business process restructuring the flow and management 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?	NA - DISTRICT MUNICIPALITY
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Administration	NA - DISTRICT MUNICIPALITY
Reaction time on enquiries and requests?	Time to respond to a verbal customer enquiry or request? (working days)	2 working days
Time to respond to a written customer enquiry or request? (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)	How long does it take to respond to voice mails? (hours)	20 working days
Does the municipality have control over locked enquiries? (Yes/No)	Is there a reduction in the number of complaints or not? (Yes/No)	All calls are answered
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)		N/A
		No
		Yes
		2 days

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)

Informal reviewing sessions are held as delays occur

NA - DISTRICT MUNICIPALITY

5

5

60%

The District has developed Investment Incentive Policy Frameworks for three Local Municipalities: Stellenbosch, Breede Valley and Witzenberg LMs

Yes

Yes

Yes

# **ANNEXURE "L"**

**SERVICE DELIVERY AND BUDGET IMPLEMENTATION  
PLAN**