

ANNEXURE “K”

SERVICE DELIVERY STANDARDS

Western Cape: Cape Winelands District Municipality(DC2) - Schedule of Service Delivery Standards	
Standard	Service Level
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)	NA - DISTRICT MUNICIPALITY
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 300mm (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)	NA - DISTRICT MUNICIPALITY
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)	NA - DISTRICT MUNICIPALITY
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)	NA - DISTRICT MUNICIPALITY
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)	48 Hours - Depends on the distance from the workshop 48 Hours - Depends on the distance from the workshop 48 Hours - Depends on the distance from the workshop 48 Hours - Depends on the distance from the workshop
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)	NA - DISTRICT MUNICIPALITY
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 structuring 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? Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Decrease No Yes 14-30 days Yes
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)	2 working days 2 working days 20 working days 20 working days All calls are answered N/A No Yes N/A

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?

Informal reviewing sessions are held as delays occur

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)

NA - DISTRICT MUNICIPALITY

Economic development

How many economic development projects does the municipality drive?

5

How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?

5

What percentage of the projects have created sustainable job security?

60%

Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)

No

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