

# **ANNEXURE "J"**

TARIFFS

# CAPE WINELANDS DISTRICT MUNICIPALITY

## TARIFFS FOR THE BOOKYEAR - 2020/2021

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THE TREASURY STAFF WILL ASSIST PEOPLE SPEAKING A DIFFERENT LANGUAGE,  
WITH THE INTERPRETATION OF THE TARIFFS.

# CAPE WINELANDS DISTRICT MUNICIPALITY

## SUNDRY TARIFFS

### BY-LAW RELATING TO TARIFFS, CHARGES AND FEES

2020/2021

#### 1. SUPPLY OF INFORMATION TO THE PUBLIC:

	2019/2020		2020/2021	Amount Excl.	V.A.T.	V.A.T.
		Tariff		V.A.T.		
<b>1.1 Plan-&amp; Photo-copies other than A/3:</b> (Income Vote = 2019 053 006 1029 )						
<u>Copies</u>						
<u>Paper</u>						
A/0	R76,00	+4.9%	R80,00	R69,57	R 10,43	
A/1	R45,00	+4.9%	R47,00	R40,87	R 6,13	
A/2	R32,00	+4.9%	R34,00	R29,57	R 4,43	
A/3	R19,00	+4.9%	R20,00	R17,39	R 2,61	
A/4	R12,00	+4.9%	R13,00	R11,30	R 1,70	
<u>Tracing paper</u>						
A/0	R139,00	+4.9%	R146,00	R126,96	R 19,04	
A/1	R84,00	+4.9%	R88,00	R76,52	R 11,48	
A/2	R45,00	+4.9%	R47,00	R40,87	R 6,13	
A/3	R30,00	+4.9%	R31,00	R26,96	R 4,04	
A/4	R19,00	+4.9%	R20,00	R17,39	R 2,61	
<u>Film</u>						
A/0	R272,00	+4.9%	R285,00	R247,83	R 37,17	
A/1	R164,00	+4.9%	R172,00	R149,57	R 22,43	
A/2	R84,00	+4.9%	R88,00	R76,52	R 11,48	
A/3	R45,00	+4.9%	R47,00	R40,87	R 6,13	
A/4	R28,00	+4.9%	R29,00	R25,22	R 3,78	

#### 2. NON - REFUNDABLE FEE FOR ISSUING OF TENDER DOCUMENTS

(Income Vote = 2017 060 102 2134)

Standard document / max. 50 pages

Extended document / exceeding 50 pages

R 210,00  
R 410,00

+4.9%  
+4.9%

R 220,00  
R 430,00

R 191,30  
R 373,91

R 28,70  
R 56,09

Tender documents, in English, are available free of charge on the websites: [www.capewinelands.gov.za](http://www.capewinelands.gov.za) or <https://tenders.treasury.gov.za>. Alternatively, hard copies of the document are obtainable from the offices of the Supply Chain Management Unit, Cape Winelands District Municipality at 29 Du Toit Street, Stellenbosch, upon payment of a non-refundable fee of R 210.00 per document.

V.A.T., AS INDICATED, IS APPLICABLE TO THE ABOVE TARIFFS.

( V.A.T. Vote = 2017 060 601 9385)

#### IMPORTANT:

SECTION HEADS MUST ENSURE THAT ALL FEES PAYABLE IN ADVANCE, WHERE APPLICABLE, ARE PAID PRIOR TO THE RENDERING OF THAT SPECIFIC SERVICE. ONLY THE CHIEF FINANCIAL OFFICER MAY GRANT APPROVAL TO THE CONTRARY.

## CAPE WINELANDS DISTRICT MUNICIPALITY

### GENERAL WORKS

2020/2021

#### BY-LAW RELATING TO TARIFFS, CHARGES AND FEES

**1. REPAIR OF INTERSECTIONS**  
(Income Vote = 2018 070 405 1090 )

1.1 The following tariffs apply in a radius of 30 km from the Works Depot concerned:

	<u>2019/2020</u>	+4.9%	<u>2020/2021</u>	Tariff	Amount Excl. V.A.T	V.A.T
Bitumen layer and other layers	R937,00	+4.9%	R983,00	p.m <sup>2</sup>	854,78	128,22
Bitumen layer only	R628,00	+4.9%	R659,00	p.m <sup>2</sup>	573,04	85,96
Gravel layers on gravel road	R311,00	+4.9%	R326,00	p.m <sup>2</sup>	283,48	42,52

1.2 *In case of a departure from the conditions stipulated in 1.1, the (real cost + 20% admin. fee) PLUS V.A.T., as determined by the Executive Director, will be payable.*

**2. GRADING OF PRIVATE ACCESS ROAD**  
(Income Vote = 2018 070 405 1090 )

	<u>2019/2020</u>	+4.9%	<u>2020/2021</u>	Amount Excl. V.A.T	V.A.T
2.1 Per road for the period of a maximum of one hour, but also linked to the grading cycle of the public road network.	R2 007,00	+4.9%	R2 105,00	1 830,43	274,57
	R2 161,00	+4.9%	R2 172,00	1 888,70	283,30

2.2 *In case of departure from the conditions stipulated in 2.1, the real cost + 20% admin. fee) PLUS V.A.T., as determined by the Executive Director, will be payable.*

**3. ERECTION OF TOURISM SIGNS**  
(Income Vote = 2018 070 405 1090 )

	<u>2019/2020</u>	+4.9%	<u>2020/2021</u>	Amount Excl. V.A.T	V.A.T
3.1 Per facility sign within a radius of 30km from the Works Depot concerned.	R1 309,00	+4.9%	R1 373,00	1 193,91	179,09

	<u>2019/2020</u>		<u>2020/2021</u>	<u>Amount Excl.</u>	<u>V.A.T</u>
Per facility sign within a radius of 31 - 51km from the Works Depot concerned.	<u>R1 746,00</u>		<u>R1 832,00</u>	1 593,04	238,96
		<b>+4.9%</b>			

3.2 *In case of departure from the conditions stipulated in 3.1. the real cost + 20% admin. fee) PLUS V.A.T., as determined by the Executive Director, will be payable.*

4. REMOVAL OF ILLEGAL SIGNS  
(Income Vote = 2018 070 405 1090 )

	<u>2019/2020</u>		<u>2020/2021</u>	<u>Amount Excl.</u>	<u>V.A.T</u>
4.1 Inside or outside road reserves with a maximum area not exceeding 2m <sup>2</sup>	<u>R1 746,00</u>		<u>R1 832,00</u>	1 593,04	238,96
		<b>+4.9%</b>			

4.2 *In case of departure from the conditions stipulated in 4.1. the real cost + 20% admin. fee) PLUS V.A.T., as determined by the Executive Director, will be payable.*

4.3 *The service is labour intensive requiring teams of between 6 - 8 persons together with the use of specialised vehicles such as Industrial lifters to perform the function, thus the annual increase should be linked to changes in the labour market in conjunction with fuel increases, as opposed to a CPI-inflationary increase.*

	<u>2019/2020</u>		<u>2020/2021</u>	<u>Amount Excl.</u>	<u>V.A.T</u>
5. <u>ADMINISTRATION FEE FOR CLEARING ERVEN</u> (Income Vote = 2018 070 405 1090 )	<u>R269,00</u>		<u>R282,00</u>	245,22	36,78
		<b>+4.9%</b>			
6. <u>ENCROACHMENTS</u> (Income Vote = 2019 102 805 4245 )	<u>R309,00 p.a.</u>		<u>R324,00 p.a.</u>	281,74	42,26
		<b>+4.9%</b>			

(New erven created by Developers)

V.A.T. AS INDICATED IS APPLICABLE TO THE ABOVE TARIFFS.

( V.A.T. Vote = 2017 060 601 9385)

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IMPORTANT:

SECTION HEADS MUST ENSURE THAT ALL FEES PAYABLE IN ADVANCE, WHERE APPLICABLE, ARE PAID PRIOR TO THE RENDERING OF THAT SPECIFIC SERVICE. ONLY THE CHIEF FINANCIAL OFFICER MAY GRANT APPROVAL TO THE CONTRARY.

## CAPE WINELAND DISTRICT MUNICIPALITY

### TAKING OF SAMPLES, MEAT INSPECTIONS AND FEES FOR DELIVERING OF NON-MUNICIPAL HEALTH SERVICES TO B-MUNICIPALITIES

#### BY-LAW RELATING TO TARIFFS, CHARGES AND FEES

2020/2021

1. TAKING SAMPLES (Payable in advance)  
(Income Vote = 2017 060 102 2167)  
(V.A.T. Vote = 2017 060 601 9385)

2020/2021

Water, Milk and Food samples taken on request from private persons:  
Lab tariff + 20 % administrative fee + transport cost = R5.60/km  
As alternative samples are addressed for account of applicant

2019/2020 +4.9%

Water, Milk and Food samples taken on request from private persons:  
Lab tariff + 20 % administrative fee + transport cost = R5.30/km  
As alternative samples are addressed for account of applicant

2. MEAT INSPECTIONS (Payable in advance):  
(Income Vote = 2017 060 102 2167)  
(V.A.T. Vote = 2017 060 601 9385)

2020/2021

R227.83 + R34.17 (V.A.T.) = R262.00 per hour within working hours } Plus transport  
R292.17 + R43.83 (V.A.T.) = R336.00 per hour after hours } cost @ R5.60/km

2019/2020 +4.9%

R217.39 + R32.61 (V.A.T.) = R250.00 per hour within working hours } Plus transport  
R278.26 + R41.74 (V.A.T.) = R320.00 per hour after hours } cost @ R5.30/km

**3. DELIVERING OF NON-MUNICIPAL HEALTH SERVICES TO B-MUNICIPALITIES.**

(Income Vote = 2017 060 102 2167)  
(V.A.T. Vote = 2017 060 601 9385)

	<u>2019/2020</u>	<u>2020/2021</u>	<u>Amount Excl. V.A.T.</u>	<u>V.A.T.</u>
Inspections - Air Pollution Control	<u>R351.00</u> +4.9%	<u>R368.00</u> per hour	R320.00	R48.00
Inspections - Noise Pollution Control	<u>R351.00</u> +4.9%	<u>R368.00</u> per hour	R320.00	R48.00
<b>Plus Transport cost = R5.60/km</b>				

*When an expert's advice is required, it will be done in consultation with the concerned Municipality and such cost will be additional to the above mentioned.*

**4. ISSUING OF EXPORT CERTIFICATES W.R.T. FOODSTUFFS**

(Income Vote = 2017 060 102 2167)  
(V.A.T. Vote = 2017 060 601 9385)

	<u>2019/2020</u>	<u>2020/2021</u>	<u>Amount Excl. V.A.T.</u>	<u>V.A.T.</u>
Issuing of Export Certificates	<u>R384.00</u> +4.9%	<u>R403.00</u> per Certificate	R350.43	R52.57

**V.A.T., AS INDICATED, IS APPLICABLE TO THE ABOVE TARIFFS.**  
(When an account is rendered – V.A.T. is to be calculated separately.)  
(V.A.T. Votes = 2017 060 601 9385)

**IMPORTANT:**

**SECTION HEADS MUST ENSURE THAT FEES PAYABLE IN ADVANCE, WHERE APPLICABLE, ARE PAID PRIOR TO THE RENDERING OF THAT SPECIFIC SERVICE. ONLY CHIEF FINANCIAL OFFICER MAY GRANT APPROVAL TO THE CONTRARY.**

## ATMOSPHERIC EMISSION LICENCE PROCESSING FEES

### **CWDM AIR QUALITY TARIFFS 2020/2021**

The Minister of Environmental Affairs published regulations prescribing the atmospheric emission license processing fee in terms of Government Notice No. 250 of 11 March 2016 in Government Gazette No. 39805.

Applicants must pay the pre-scribed processing fees before or on the date of the submission of the application or as directed by the licensing authority. Applicants must attach proof of payment to the application form submitted to the licensing authority.

In the instance where an application is refused or the application is withdrawn, the fee will not be refunded.

The prescribed fees will be charged follows:

- New Applications: R 10 000 (per listed activity)
- License Review: R 10 000 (per listed activity)
- License Renewal: R 5 000 (per listed activity)
- Transfer of License: R 2 000

**ADMINISTRATIVE FINES**

**CWDM AIR QUALITY TARIFFS 2020/2021**

In terms of Section 22 of the National Environmental Management: Air Quality Act, 2004 (Act No. 39 of 2004) no person may without a provisional atmospheric emission licence or an atmospheric emission licence conduct a Section 21 listed activity.

As rectification process Section 22A was inserted in the National Environmental Management: Air Quality Amendment Act, 2014 (Act 20 of 2014) Section 22A in order to make provision for consequences of unlawful conduct of listed activity resulting in atmospheric emission.

Administrative fines must be charges in terms of Annexure 1 of the regulations for the procedure and criteria to be followed in the determination of an administrative fine in terms of section 22A of the Air Quality Act, as published Government Notice No. 332 of 16 March 2016 in Government Gazette No. 39833.

**Annexure 1**

<b>Minimum fine</b>	<b>Amount</b>
For operating illegally	R200 000
<b>Aggravating factors/ criteria</b>	<b>Additional amount to the minimum fine</b>
Each year in which the facility has operated without a licence.	R200 000 per year, i.e. each 12 month cycle.
The facility for which the application is submitted is in a declared Priority Area in terms of section 18 of the Act	R1 000 000

**Maximum fine may not exceed R5 million in terms of Section 22A National Environmental Management: Air Quality Act.**

**CAPE WINELANDS DISTRICT MUNICIPALITY**

**FIRE SERVICES CHARGES**

**BY-LAW RELATING TO TARIFFS, CHARGES AND FEES**

2020/2021

**1. SPECIALIZED FIRE FIGHTING SERVICES:  
(AS PER MUNICIPAL STRUCTURES ACT)**

(Income Vote = 2018 070 405 1428)

2019/2020		2020/2021	
Amount Incl. V.A.T.		Tariff	Amount Excl. V.A.T.
R2 875,00	+4,9%	R3 016,00	R2 622,61
Free		Free	
Free		Free	
R276,00		R303,60	R264,00
			R 39,60

- 1.1 This will include the sumtotal of all Fire vehicles, manpower, water supplies and pump attendance during actual rendering of specialized fire fighting services.  
Exceeding 1 hour working time (excl. travelling time) (base rate of 1 hour and decimal calculation thereafter)
- 1.2 1st hour or part of the total working time is free
- 1.3 Organs of State and Municipalities
- 1.4 Discount of 50% on the total amount, w.r.t all FFA members.
- 1.5 Contractors: per team of 12 (base rate of 1 hour and decimal calculation thereafter)

V.A.T. AS INDICATED, IS APPLICABLE TO THE ABOVE TARIFFS.  
(When an account rendered - V.A.T. is to be calculated seperately)

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(V.A.T. Votes: Inc. = 2017 060 601 9385)  
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# CAPE WINELANDS DISTRICT MUNICIPALITY

## EERSTE BEGIN

### BY-LAW RELATING TO TARIFFS, CHARGES AND FEES

2020/2021

#### RENTAL OF HALL FACILITIES

( Income Vote = 2018 070 405 1427 )

#### GROUPS:

1. Consisting mainly of Children -
2. Consisting mainly of Adults -  
(maximum 10 persons per group)

	<u>2019/2020</u>	<u>2020/2021</u>
Tariff	<u>R100,00 + 7%</u>	<u>V.A.T.</u>
	<u>R215,00 + 7%</u>	<u>Amount Excl.</u>
		<u>V.A.T.</u>
		<u>R93,04</u>
		<u>R200,00</u>
		<u>R 13,96</u>
		<u>R 30,00</u>

V.A.T., AS INDICATED IN BRACKETS, IS INCLUDED IN THE ABOVE TARIFFS.  
 (V.A.T. Vote = 2017 060 601 9385)

#### IMPORTANT:

THE HEADS OF SECTIONS HAVE TO ENSURE THAT ALL FEES PAYABLE IN ADVANCE, ARE BEING PAID PRIOR TO THE RENDERING OF SERVICES.  
 ONLY THE CHIEF FINANCIAL OFFICER MAY GRANT APPROVAL TO THE CONTRARY.

# CAPE WINELANDS DISTRICT MUNICIPALITY

## FEEES FOR ACCESS TO INFORMATION

(PROMOTION OF ACCESS TO INFORMATION, ACT NO. 2 OF 2000)

(Income Vote = 2019 053 006 1029)

2020/2021

2019/2020

2020/2021

1. Copy of "ACCESS TO INFORMATION MANUAL"  
R (available on request)
  
2. Request fee, except for a personal requester, requesting personal information R 35-00 R 35-00
  
3. Fees for reproduction:  
 Every photocopy of an A 4-size or a part thereof R 0-60 R 0-60  
 Every printed copy of an A 4-size page or a part thereof held on a computer or in electronic or machine-readable form R 0-40 R 0-40  
 A copy in a computer-readable form on: stiffy disc R 5-00 R 5-00  
 compact disc R 40-00 R 40-00  
 A transcription of visual images for an A 4-size page or part thereof R 22-00 R 22-00  
 for a copy of visual images R 60-00 R 60-00  
 for a transcription of an audio record, for an A 4-size page or part thereof R 12-00 R 12-00  
 for a copy of an audio record R 17-00 R 17-00
  
4. Access Fees (unless exempted under section 22 (8) of the Act:  
 Every photocopy of an A 4-size page or a part thereof R 0-60 R 0-60  
 Every printed copy of an A 4-size page or a part thereof held on a computer or in electronic or machine-readable form R 0-40 R 0-40  
 A copy in a computer-readable form on: stiffy disc R 5-00 R 5-00  
 compact disc R 40-00 R 40-00

A transcription of visual images for an A 4-size page or part thereof for a copy of visual images for a transcription of an audio record, for an A 4-size page or part thereof for a copy of an audio record

R 22-00	<u>R 22-00</u>
R 60-00	<u>R 60-00</u>
R 12-00	<u>R 12-00</u>
R 17-00	<u>R 17-00</u>

5. To search for the record for disclosure, for each hour or part of an hour, excluding the first hour

R 15-00	<u>R 15-00</u>
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6. Deposit:

A deposit is not required until six hours are exceeded in terms of paragraph 5.

One-third of the access fee, listed in paragraph 4, is payable by the requester as a deposit.

Postage is payable by the requester when a copy of the record must be posted to the requester.

**V.A.T. IS INCLUDED IN THE ABOVE TARIFFS.**  
**(Fees to be paid into the Sundry Income Vote of the applicable cost centre)**  
**(V.A.T. Vote = 2017 060 601 9385)**

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**THE HEADS OF SECTIONS HAVE TO ENSURE THAT ALL FEES PAYABLE IN ADVANCE, ARE BEING PAID PRIOR TO THE RENDERING OF SERVICES. ONLY THE CHIEF FINANCIAL OFFICER MAY GRANT APPROVAL TO THE CONTRARY.**

# **ANNEXURE "K"**

SERVICE DELIVERY STANDARDS

Western Cape: Cape Winelands District Municipality(DC2) - Schedule of Service Delivery Standards	Description	Service Level
<b>Standard</b>	<b>Description</b>	<b>Service Level</b>
<p><b>Solid Waste Removal</b></p> <p>Premise based removal (Residential Frequency)</p> <p>Premise based removal (Business Frequency)</p> <p>Bulk Removal (Frequency)</p> <p>Removal Bags provided(Yes/No)</p> <p>Garden refuse removal Included (Yes/No)</p> <p>Street Cleaning Frequency in CBD</p> <p>Street Cleaning Frequency in areas excluding CBD</p> <p>How soon are public areas cleaned after events (24hours/48hours/longer)</p> <p>Clearing of illegal dumping (24hours/48hours/longer)</p> <p>Recycling or environmentally friendly practices(Yes/No)</p> <p>Licensed landfill site(Yes/No)</p>	<p><b>Water Service</b></p> <p>Water Quality rating (Blue/Green/Brown/NO drop)</p> <p>Is free water available to all? (Alloonly to the indigent consumers)</p> <p>Frequency of meter reading? (per month, per year)</p> <p>Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)</p> <p>On average for how long does the municipality use estimates before reverting back to actual readings? (months)</p> <p><i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i></p> <p>One service connection affected (number of hours)</p> <p>Up to 5 service connection affected (number of hours)</p> <p>Up to 20 service connection affected (number of hours)</p> <p>Feeder pipe larger than 800mm (number of hours)</p> <p>What is the average minimum water flow in your municipality?</p> <p>Do you practice any environmental or scarce resources protection activities as part of your operations? (Yes/No)</p> <p>How long does it take to replace faulty water meters? (days)</p> <p>Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)</p>	<p>NA - DISTRICT MUNICIPALITY</p>
<p><b>Electricity Service</b></p> <p>What is your electricity availability percentage on average per month?</p> <p>Do your municipality have a ripple control in place that is operational? (Yes/No)</p> <p>How much do you estimate is the cost saving in utilizing the ripple control system?</p> <p>What is the frequency of meters being read? (per month, per year)</p> <p>Are estimated consumption calculated at consumption over (two month's/three month's/longer period)</p> <p>On average for how long does the municipality use estimates before reverting back to actual readings? (months)</p> <p>Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)</p> <p>Are accounts normally calculated on actual readings? (Yes/No)</p> <p>Do you practice any environmental or scarce resources protection activities as part of your operations? (Yes/No)</p> <p>How long does it take to replace faulty meters? (days)</p> <p>Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)</p> <p>How effective is the action plan in curbing line losses? (Good/Bad)</p> <p>How soon does the municipality provide a quotation to a customer upon a written request? (days)</p> <p>How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)</p> <p>How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)</p> <p>How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)</p>	<p><b>Sewerage Service</b></p> <p>Are your purification system effective enough to put water back in to the system after purification?</p> <p>To what extent do you subsidize your indigent consumers?</p> <p><i>How long does it take to restore sewerage breakages on average</i></p> <p>Severe overflow? (hours)</p> <p>Sewer blocked pipes: Large pipes? (Hours)</p> <p>Sewer blocked pipes: Small pipes? (Hours)</p> <p>Spillage clean-up? (hours)</p> <p>Replacement of manhole covers? (Hours)</p>	<p>NA - DISTRICT MUNICIPALITY</p>
<p><b>Road Infrastructure Services</b></p> <p>Time taken to repair a single pothole on a major road? (Hours)</p> <p>Time taken to repair a single pothole on a minor road? (Hours)</p> <p>Time taken to repair a road following an open trench service crossing? (Hours)</p> <p>Time taken to repair walkways? (Hours)</p> <p><b>Property valuations</b></p> <p>How long does it take on average from completion to the first account being issued? (one month/three months or longer)</p> <p>Do you have any special rating properties? (Yes/No)</p> <p><b>Financial Management</b></p> <p>Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)</p> <p>Are the financial statement outsourced? (Yes/No)</p> <p>Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balances?</p> <p>How long does it take for an Tax/invoice to be paid from the date it has been received?</p> <p>Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?</p>	<p><b>Road Infrastructure Services</b></p> <p>48 Hours - Depends on the distance from the workshop</p> <p>48 Hours - Depends on the distance from the workshop</p> <p>48 Hours - Depends on the distance from the workshop</p> <p>48 Hours - Depends on the distance from the workshop</p> <p>NA - DISTRICT MUNICIPALITY</p> <p>Decrease</p> <p>No</p> <p>Yes</p> <p>14-30 days</p> <p>Yes</p> <p>2 working days</p> <p>2 working days</p> <p>20 working days</p> <p>20 working days</p> <p>All calls are answered</p> <p>N/A</p> <p>No</p> <p>Yes</p> <p>N/A</p> <p>Informal reviewing sessions are held as delays occur</p>	<p>NA - DISTRICT MUNICIPALITY</p>
<p><b>Administration</b></p> <p>Reaction time on enquiries and requests?</p> <p>Time to respond to a verbal customer enquiry or request? (working days)</p> <p>Time to respond to a written customer enquiry or request? (working days)</p> <p>Time to resolve a customer enquiry or request? (working days)</p> <p>What percentage of calls are not answered? (5%, 10% or more)</p> <p>How long does it take to respond to voice mails? (hours)</p> <p>Does the municipality have control over locked enquiries? (Yes/No)</p> <p>Is there a reduction in the number of complaints or not? (Yes/No)</p> <p>How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)</p> <p>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?</p> <p><b>Community safety and licensing services</b></p>	<p>2 working days</p> <p>2 working days</p> <p>20 working days</p> <p>20 working days</p> <p>All calls are answered</p> <p>N/A</p> <p>No</p> <p>Yes</p> <p>N/A</p> <p>Informal reviewing sessions are held as delays occur</p>	<p>NA - DISTRICT MUNICIPALITY</p>

