

LIMPOPO Province:Municipality (LIM341)-Schedule of Service Delivery Standards: 2023/24 Year

Standard	Description	Ref	Current year						Service Level
			Year C-2	Year C-1	Year C-0	Original Budget	Adjusted Budget	Full Year Forecast	
<b>Solid Waste Removal</b>			Once a week	Once a week	Once a week	Once a week	Once a week	Once a week	Once a week
Premise based removal (Residential Frequency)			Daily	Daily	Daily	Daily	Daily	Daily	Daily
Premise based removal (Business Frequency)			Once a week	Once a week	Once a week	Once a week	Once a week	Once a week	Once a week
<b>Bulk Removal (Frequency)</b>			No	No	No	No	No	No	No
Removal Bags provided(Yes/No)			No	No	No	No	No	No	No
Garden refuse removal included (Yes/No)			Daily	Daily	Daily	Daily	Daily	Daily	Daily
Street Cleaning Frequency in CBD			Once a week	Once a week	Once a week	Once a week	Once a week	Once a week	Once a week
Street Cleaning Frequency in areas excluding CBD			24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
How soon are public areas cleaned after events (24hours/48hours/longer)			Longer	Longer	Longer	Longer	Longer	Longer	Longer
Clearing of illegal dumping (24hours/48hours/longer)			Yes	Yes	Yes	Yes	Yes	Yes	Yes
Recycling or environmentally friendly practices(Yes/No)			Yes	Yes	Yes	Yes	Yes	Yes	Yes
Licenced landfill site(Yes/No)									
<b>Water Service</b>									
Water Quality rating (Blue/Green/Brown/No drop)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
Is free water available to all? (All/Only to the indigent consumers)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
Frequency of meter reading? (per month, per year)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
Are estimated consumption calculated on actual consumption over (two month/s/three month/s/longer period)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b>									
One service connection affected (number of hours)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
Up to 5 service connection affected (number of hours)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
Up to 20 service connection affected (number of hours)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
Feeder pipe larger than 800mm (number of hours)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
What is the average minimum water flow in your municipality?			N/A	N/A	N/A	N/A	N/A	N/A	N/A
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
How long does it take to replace faulty water meters? (days)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Electricity Service</b>									
What is your electricity availability percentage on average per month?			95%	95%	95%	95%	95%	95%	95%
Do your municipality have a ripple control in place that is operational? (Yes/No)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
How much do you estimate is the cost saving in utilizing the ripple control system?			N/A	N/A	N/A	N/A	N/A	N/A	N/A
What is the frequency of meters being read? (per month, per year)			Once monthly	Once monthly	Once monthly	Once monthly	Once monthly	Once monthly	Once monthly
Are estimated consumption calculated on consumption over (two month/s/three month/s/longer period)			2 months	2 months	2 months	2 months	2 months	2 months	2 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)			3 months	3 months	3 months	3 months	3 months	3 months	3 months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)			Immediately	Immediately	Immediately	Immediately	Immediately	Immediately	Immediately
Are accounts normally calculated on actual readings? (Yes/no)			Yes	Yes	Yes	Yes	Yes	Yes	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)			Yes	Yes	Yes	Yes	Yes	Yes	Yes
How long does it take to replace faulty meters? (days)			1 days	1 days	1 days	1 days	1 days	1 days	1 days
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)			Yes	Yes	Yes	Yes	Yes	Yes	Yes
How effective is the action plan in curbing line losses? (Good/Bad)			Good	Good	Good	Good	Good	Good	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)			3 days	3 days	3 days	3 days	3 days	3 days	3 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)			2 days	2 days	2 days	2 days	2 days	2 days	2 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)			3 days	3 days	3 days	3 days	3 days	3 days	3 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)			5 days	5 days	5 days	5 days	5 days	5 days	5 days
<b>Sewerage Service</b>									
Are your purification system effective enough to put water back in to the system after purification?			N/A	N/A	N/A	N/A	N/A	N/A	N/A
To what extend do you subsidize your indigent consumers?			N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>How long does it take to restore sewerage breakages on average</b>									
Severe overflow? (hours)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
Sewer blocked pipes: Large pipes? (Hours)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
Sewer blocked pipes: Small pipes? (Hours)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
Spillage clean-up? (hours)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
Replacement of manhole covers? (Hours)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Road Infrastructure Services</b>									
Time taken to repair a single pothole on a major road? (Hours)			2 hours	2 hours	2 hours	2 hours	2 hours	2 hours	2 hours
Time taken to repair a single pothole on a minor road? (Hours)			2 hours	2 hours	2 hours	2 hours	2 hours	2 hours	2 hours
Time taken to repair a road following an open trench service crossing? (Hours)			8hours	8hours	8hours	8hours	8hours	8hours	8hours
Time taken to repair walkways? (Hours)			24hours	24hours	24hours	24hours	24hours	24hours	24hours
<b>Property valuations</b>									
How long does it take on average from completion to the first account being issued? (one month/three months or longer)			1 month	1 month	1 month	1 month	1 month	1 month	1 month
Do you have any special rating properties? (Yes/No)			Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Financial Management</b>									
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)			Increase	Increase	Increase	Increase	Increase	Increase	Increase
Are the financial statement outsources? (Yes/No)			No	No	No	No	No	No	No
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?			No	No	No	No	No	No	No
How long does it take for an Tax/Invoice to be paid from the date it has been received?			60-90 days	60-90 days	60-90 days	60-90 days	60-90 days	60-90 days	60-90 days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?			Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Administration</b>									
Reaction time on enquiries and requests?			1-3 working days	1-3 working days	1-3 working days	1-3 working days	1-3 working days	1-3 working days	1-3 working days
Time to respond to a verbal customer enquiry or request? (working days)			1-2 days	1-2 days	1-2 days	1-2 days	1-2 days	1-2 days	1-2 days
Time to respond to a written customer enquiry or request? (working days)			1-2 days	1-2 days	1-2 days	1-2 days	1-2 days	1-2 days	1-2 days
Time to resolve a customer enquiry or request? (working days)			3 days	4 days	5 days	6 days	7 days	8 days	9 days
What percentage of calls are not answered? (5%, 10% or more)			5-10%	5-10%	5-10%	5-10%	5-10%	5-10%	5-10%
How long does it take to respond to voice mails? (hours)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
Does the municipality have control over locked enquiries? (Yes/No)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
Is there a reduction in the number of complaints or not? (Yes/No)			Yes	Yes	Yes	Yes	Yes	Yes	Yes
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)			1 day	1 day	1 day	1 day	1 day	1 day	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?			When the need arise	When the need	When the need				
<b>Community safety and licensing services</b>									
How long does it take to register a vehicle? (minutes)			15 min	15 min	15 min	15 min	15 min	15 min	15 min
How long does it take to renew a vehicle license? (minutes)			15 min	15 min	15 min	15 min	15 min	15 min	15 min
How long does it take to issue a duplicate registration certificate vehicle? (minutes)			15min	15min	15min	15min	15min	15min	15min
How long does it take to de-register a vehicle? (minutes)			15 min	15 min	15 min	15 min	15 min	15 min	15 min
How long does it take to renew a drivers license? (minutes)			15 min	15 min	15 min	15 min	15 min	15 min	15 min
What is the average reaction time of the fire service to an incident? (minutes)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)			N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Economic development</b>									
How many economic development projects does the municipality drive?			3	3	3	3	3	3	3
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?			5	5	5	5	5	5	5
What percentage of the projects have created sustainable job security?			0%	0%	0%	0%	0%	0%	0%
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)			No	No	No	No	No	No	No
<b>Other Service delivery and communication</b>									
Is information package handed to the new customer? (Yes/No)			No	No	No	No	No	No	No
Does the municipality have training or information sessions to inform the community? (Yes/No)			Yes	Yes	Yes	Yes	Yes	Yes	Yes
Are customers treated in a professional and humanly manner? (Yes/No)			Yes	Yes	Yes	Yes	Yes	Yes	Yes