

EASTERN CAPE : EMALAHLENI LOCAL MUNICIPALITY (EC136) - Schedule of Service Delivery Standards Table XX

Standard	Description	Service Level
Solid Waste Removal		
	Premise based removal (Residential Frequency)	Weekly
	Premise based removal (Business Frequency)	3 times a week
	Bulk Removal (Frequency)	On request
	Removal Bags provided(Yes/No)	No
	Garden refuse removal Included (Yes/No)	Yes
	Street Cleaning Frequency in CBD	Daily
	Street Cleaning Frequency in areas excluding CBD	Once a week
	How soon are public areas cleaned after events (24hours/48hours/longer)	24 hrs
	Clearing of illegal dumping (24hours/48hours/longer)	Weekly
	Recycling or environmentally friendly practices(Yes/No)	Yes
	Licensed landfill site(Yes/No)	Yes
Water Service		
	Water Quality rating (Blue/Green/Brown/NO drop)	District Function
	Is free water available to all? (All/only to the indigent consumers)	District Function
	Frequency of meter reading? (per month, per year)	District Function
	Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	District Function
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	District Function
	Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
	One service connection affected (number of hours)	District Function
	Up to 5 service connection affected (number of hours)	District Function
	Up to 20 service connection affected (number of hours)	District Function
	Feeder pipe larger than 800mm (number of hours)	District Function
	What is the average minimum water flow in your municipality?	District Function
	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	District Function
	How long does it take to replace faulty water meters? (days)	District Function
	Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	District Function
Electricity Service		
	What is your electricity availability percentage on average per month?	90% Average
	Do your municipality have a ripple control in place that is operational? (Yes/No)	No
	How much do you estimate is the cost saving in utilizing the ripple control system?	None
	What is the frequency of meters being read? (per month, per year)	On monthly basis
	Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Longer period
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	3 Months
	Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	One day
	Are accounts normally calculated on actual readings? (Yes/no)	Yes
	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
	How long does it take to replace faulty meters? (days)	4 hrs
	Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	No
	How effective is the action plan in curbing line losses? (Good/Bad)	Bad
	How soon does the municipality provide a quotation to a customer upon a written request? (days)	A week minimum
	How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	7 working days
	How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	7 working days
	How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	31 working days
Sewerage Service		
	Are your purification system effective enough to put water back in to the system after purification?	District Function
	To what extend do you subsidize your indigent consumers?	District Function
	How long does it take to restore sewerage breakages on average	
	Severe overflow? (hours)	District Function
	Sewer blocked pipes: Large pipes? (Hours)	District Function
	Sewer blocked pipes: Small pipes? (Hours)	District Function
	Spillage clean-up? (hours)	District Function
	Replacement of manhole covers? (Hours)	District Function

Road Infrastructure Services

Time taken to repair a single pothole on a major road? (Hours) 2 hours to repair a 0.25 m3 (1mx1mx0.25m) pothole
Time taken to repair a single pothole on a minor road? (Hours) 45 minutes to repair 0.25m3 pothole
Time taken to repair a road following an open trench service crossing? (Hours) 48 hours to repair a 8m3 (8mx1mx1m)
Time taken to repair walkways? (Hours) 2 hours to repair a paved walkway

Property valuations

How long does it take on average from completion to the first account being issued? (one month/three months or longer) One 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) Decrease
Are the financial statement outsourced? (Yes/No) Yes
Are there Council adopted business process restructuring the flow and management 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? 30 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 1 year procurement plan

Administration

Reaction time on enquiries and requests? Within 24 hours
Time to respond to a verbal customer enquiry or request? (working days) Instantly or within 24 hours
Time to respond to a written customer enquiry or request? (working days) Within 14 working days
Time to resolve a customer enquiry or request? (working days) 24 hours to 30 working days
What percentage of calls are not answered? (5%, 10% or more)
How long does it take to respond to voice mails? (hours) 24 hours
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 it 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? Weekly or when an issue is identified

Community safety and licensing services

How long does it take to register a vehicle? (minutes) 30 min
How long does it take to renew a vehicle license? (minutes) 30 min
How long does it take to issue a duplicate registration certificate vehicle? (minutes) 30 min
How long does it take to de-register a vehicle? (minutes) 30 min
How long does it take to renew a drivers license? (minutes) 45 min
What is the average reaction time of the fire service to an incident? (minutes) 45 min
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) 15 min
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes) 1 hour

Economic development

How many economic development projects does the municipality drive? 15 projects
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects? 15 projects
What percentage of the projects have created sustainable job security?
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



18/04/2023