Western Cape: Bergrivier Municipality (WC013) - Schedule of Service Delivery Standards

Description		Year C-2	Year C-1	Year C-0				
Standard		Actual Outcome	Actual Outcome	Audited Outcome	Original Budget	Adjusted Budget	Full Year Forecast	Service Level
Solid Waste Removal								
Premise based removal (Residential Frequency)		Weekly	Weekly	Weekly	Weekly	Weekly	Weekly	Weekly
Premise based removal (Business Frequency)		Weekly x2	Weekly x2					
Bulk Removal (Frequency)		As Required	As Required					
Removal Bags provided(Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes
Garden refuse removal Included (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes
Street Cleaning Frequency in CBD		Weekly	Weekly	Weekly	Weekly	Weekly	Weekly	Weekly
Street Cleaning Frequency in areas excluding CBD		Monthly	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly
How soon are public areas cleaned after events (24hours/48hours/longer)		24 Hours	24 Hours					
Clearing of illegal dumping (24hours/48hours/longer)		1 Day per week	1 Day per week					
Recycling or environmentally friendly practices(Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes
Licenced landfill site(Yes/No)		Closure permits	Closure permits					
		·		·	·	·	·	
Water Service								
Water Quality rating (Blue/Green/Brown/N0 drop)		No	No	No	No	No	No	No
Is free water available to all? (All/only to the indigent consumers)		only indigent customers	only indigent custome					
Frequency of meter reading? (per month, per year)		Monthly	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		3	3	3	3	3	3	3
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		3	3	3	3	3	3	3
Duration (hours) before availability of water is restored in cases of								
service interruption (complete the sub questions) One service connection affected (number of hours)		6 hours	24 hours					
Up to 5 service connection affected (number of hours)		6 hours	24 hours					
Up to 20 service connection affected (number of hours)		6 hours	24 hours					
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?		Sufficient	Sufficient	Sufficient	Sufficient	Sufficient	Sufficient	Sufficient
Do you practice any environmental or scarce resource protection activities as		Cumolone	Cumolone	Cumolone	Camolone	Cumoloni	Camolone	Cumoione
part of your operations? (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes
How long does it take to replace faulty water meters? (days)		3 Working days	3 Working days					
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No	No	No	No	No	No	No
Electricity Service								
What is your electricity availability percentage on average per month?		100%	100%	100%	100%	100%	100%	100%
Do your municipality have a ripple control in place that is operational? (Yes/No)		No	No	No	No	No	No	No
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)	Monthly						
Are estimated consumption calculated at consumption over (two	o.i.u.iy		monuny		o.i.u.iy	o.i.u.iy	
month's/three month's/longer period)	3	3	3	3	3	3	3
On average for how long does the municipality use estimates before	2	3	2	2	,	2	3
reverting back to actual readings? (months)  Duration before availability of electricity is restored in cases of breakages	3	3	3	3	3	3	3
(immediately/one day/two days/longer)							
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)	Yes						
How long does it take to replace faulty meters? (days)							
Do you have a plan to prevent illegal connections and prevention of	3 Working days						
electricity theft? (Yes/No)	Yes						
How effective is the action plan in curbing line losses? (Good/Bad)	Good						
How soon does the municipality provide a quotation to a customer upon a written request? (days)	14 Working days						
How long does the municipality takes to provide electricity service where	0.00	0.11.	0.11.	0.11.	0.11.	o.w. 1:	0.14. 1:
existing infrastructure can be used? (working days)  How long does the municipality takes to provide electricity service for low	3 Working days						
voltage users where network extension is not required? (working days)	3 Working days						
How long does the municipality takes to provide electricity service for high	o Working days	o Working days	o Working dayo	o Working dayo	o Working days	o Working days	o working dayo
voltage users where network extension is not required? (working days)	3 Working days						
Sewerage Service							
Are your purification system effective enough to put water back in to the system after purification?	Yes						
To what extend do you subsidize your indigent consumers?	100%	100%	100%	100%	100%	100%	100%
How long does it take to restore sewerage breakages on average							
Severe overflow? (hours)	6 hours						
Sewer blocked pipes: Large pipes? (Hours)	6 hours	24 hours					
Sewer blocked pipes: Small pipes? (Hours)	6 hours	24 hours					
Spillage clean-up? (hours)	6 hours	24 hours					
Replacement of manhole covers? (Hours)	24 hours						
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Road Infrastructure Services							
Time taken to repair a single pothole on a major road? (Hours)	48 Hours	72 Hours					
Time taken to repair a single pothole on a minor road? (Hours)	48 Hours	72 Hours					
Time taken to repair a road following an open trench service crossing? (Hours)	48 Hours	72 Hours					
Time taken to repair walkways? (Hours)	48 Hours	72 Hours					
Property valuations							
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	1	1	1	1	1	1	1
Do you have any special rating properties? (Yes/No)	No						
	110	110	110	1.10	110	110	110

Financial Management							
Is there any change in the situation of unauthorised and wasteful expenditure							
over time? (Decrease/Increase)	Decrease	Decrease	Decrease	Decrease	Decrease	Decrease	Decrease
Are the financial statement outsources? (Yes/No)	Only for review	Only for review	Only for review	Only for review	Only for review	Only for review	Only for review
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	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	110	NO	NO	INO	NO	NO	INO
received?	30 Days	30 Days	30 Days	30 Days	30 Days	30 Days	30 Days
Is there advance planning from SCM unit linking all departmental plans							
quaterly and annualy including for the next two to three years procurement plans?	No	No	No	No	No	No	No
paner	110	NO	NO	140	110	NO	140
Administration							
Reaction time on enquiries and requests?	inner dietal.	inner edicately.	inama di atalo.	inama diatah.	income distale.	inama a di adala.	income dintale.
Time to respond to a verbal customer enquiry or request? (working days)	immediately	immediately	immediately	immediately	immediately	immediately	immediately
Time to respend to a versus educiones enquisy of request. (Working days)	immediately	immediately	immediately	immediately	immediately	immediately	immediately
Time to respond to a written customer enquiry or request? (working days)							
Time to reaching a quetomor anguini or request? (working days)	immediately	immediately	immediately	immediately	immediately	immediately	immediately
Time to resolve a 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
What percentage of calls are not answered? (5%,10% or more)	5	5	5	5	5	5	5
How long does it take to respond to voice mails? (hours)	NA	NA	NA	NA	NA	NA	NA
Does the municipality have control over locked enquiries? (Yes/No)	yes	yes	yes	yes	yes	yes	yes
Is there a reduction in the number of complaints or not? (Yes/No)	yes	yes	yes	yes	yes	yes	yes
How long does in take to open an account to a new customer? (1 day/ 2	4 4	4 .da	4	4 days	4	4	4 4
days/ a week or longer)  How many times does SCM Unit, CFO's Unit and Technical unit sit to review	1 day	1 day	1 day	1 day	1 day	1 day	1 day
and resolve SCM process delays other than normal monthly management							
meetings?	When needed	When needed	When needed	When needed	When needed	When needed	When needed
Community safety and licensing services							
How long does it take to register a vehicle? (minutes)	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes
How long does it take to renew a vehicle license? (minutes)	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes
How long does it take to issue a duplicate registration certificate vehicle?							
(minutes)	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes
How long does it take to de-register a vehicle? (minutes)	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes	5 Minutes
How long does it take to renew a drivers license? (minutes)	10 Minutes	10 Minutes	10 Minutes	10 Minutes	10 Minutes	10 Minutes	10 Minutes
What is the average reaction time of the fire service to an incident? (minutes)	15 - 20 Minutes	15 - 20 Minutes	15 - 20 Minutes	15 - 20 Minutes	15 - 20 Minutes	15 - 20 Minutes	15 - 20 Minutes
What is the average reaction time of the ambulance service to an incident in	253100	20	20			20	.5 20 miliatoo
the urban area? (minutes)							
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)							
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Economic development							
200 TOTAL MOTOR PRINCIPLE							

How many economic development projects does the municipality drive?							
	A comprehensive economic strategy						
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	Impossible to quantify						
What percentage of the projects have created sustainable job security?	All the projects						
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)	No						
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						