

# Annexure E:

# Service Standards

**Province: Municipality LIM354 - Schedule of Service Delivery Standards Table 2024/25**

Standard	Description	Service Level Current year
<b>Solid Waste Removal</b>		
Premise based removal (Residential Frequency)		Weekly
Premise based removal (Business Frequency)		Daily
Bulk Removal (Frequency)		Daily and when necessary
Removal Bags provided(Yes/No)		Yes
Garden refuse removal Included (Yes/No)		Yes
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas excluding CBD		Week days only
How soon are public areas cleaned after events (24hours/48hours/longer)		24hours
Clearing of illegal dumping (24hours/48hours/longer)		48 hours or longer
Recycling or environmentally friendly practices(Yes/No)		Yes
Licenced landfill site(Yes/No)		Yes
<b>Water Service</b>		
Water Quality rating (Blue/Green/Brown/N0 drop)		No drop
Is free water available to all? (All/only to the indigent consumers)		Only indigent and rural consumers
Frequency of meter reading? (per month, per year)		Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		3 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		Not period specific, it is challenge dependent
<b><i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i></b>		
One service connection affected (number of hours)		1
Up to 5 service connection affected (number of hours)		3
Up to 20 service connection affected (number of hours)		6 to 8 hours
Feeder pipe larger than 800mm (number of hours)		24

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	What is the average minimum water flow in your municipality?	Unknown
	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 water meters? (days)	1
	Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No, however the pipes used are corrosion free
<b>Electricity Service</b>		
	What is your electricity availability percentage on average per month?	101 percent
	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?	6 percent
	What is the frequency of meters being read? (per month, per year)	Once per month
	Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	The following month
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	One month
	Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Same 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)	Yes
	How long does it take to replace faulty meters? (days)	6 days
	Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
	How effective is the action plan in curbing line losses? (Good/Bad)	Average
	How soon does the municipality provide a quotation to a customer upon a written request? (days)	3 days
	How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	2 to 5 days
	(working days)	2 to 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 to 10 days, it depends on how big the connection is and the availability of equipment

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<b>Sewerage Service</b>		
Are your purification system effective enough to put water back in to the system after purification?		No
To what extend do you subsidize your indigent consumers?		1
<b>How long does it take to restore sewerage breakages on average</b>		
Severe overflow? (hours)		2 to 3 hours
Sewer blocked pipes: Large pipes? (Hours)		2 to 3 hours
Sewer blocked pipes: Small pipes? (Hours)		2 to 3 hours
Spillage clean-up? (hours)		5
Replacement of manhole covers? (Hours)		As soon as reported
<b>Road Infrastructure Services</b>		
Time taken to repair a single pothole on a major road? (Hours)		24 to 48 hours
Time taken to repair a single pothole on a minor road? (Hours)		72 hours
Time taken to repair a road following an open trench service crossing? (Hours)		72 hours
Time taken to repair walkways? (Hours)		96 hours
<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)		2 months
Do you have any special rating properties? (Yes/No)		No
<b>Financial Management</b>		
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)		Decrease
Are the financial statement outsources? (Yes/No)		No
Are there Council adopted business process instructing the flow and management of documentation feeding to Trial Balalnce?		No
How long does it take for an Tax/Invoice to be paid from the date it has been received?		30 days

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	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
<b>Administration</b>		
	Reaction time on enquiries and requests?	14 days
	Time to respond to a verbal customer enquiry or request? (working days)	Immediate
	Time to respond to a written customer enquiry or request? (working days)	21 days
	Time to resolve a customer enquiry or request? (working days)	30 days
	What percentage of calls are not answered? (5%,10% or more)	Unknown
	How long does it take to respond to voice mails? (hours)	N/A
	Does the municipality have control over locked enquiries? (Yes/No)	No
	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?	As and when a need arises

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<b>Community safety and licensing services</b>		
How long does it take to register a vehicle? (minutes)		10
How long does it take to renew a vehicle license? (minutes)		5
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	10 minutes upon authorisation by Department of Transport	
How long does it take to de-register a vehicle? (minutes)		15
How long does it take to renew a drivers license? (minutes)	15 minutes within the City and 40 minutes outside the City	
What is the average reaction time of the fire service to an incident? (minutes)	15 minutes within the City and 40 minutes outside the City	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A	
<b>Economic development</b>		
How many economic development projects does the municipality drive?		8
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		4
What percentage of the projects have created sustainable job security?		90 percent
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes	
<b>Other Service delivery and communication</b>		
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	