

EC: Kouga Local Municipality (EC108) - Schedule of Service Delivery Standards

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)		once a week at 3 bags per house
Premise based removal (Business Frequency)		some areas once and big buisnesses twice a week
Bulk Removal (Frequency)		once a week and at request
Removal Bags provided(Yes/No)		suppose to be 4 bags per month, but not enough at stores
Garden refuse removal Included (Yes/No)		once a week on request and it is debit to accounts
Street Cleaning Frequency in CBD		every day for 7 days a week
Street Cleaning Frequency in areas excluding CBD		every day for 5 days a week
How soon are public areas cleaned after events (24hours/48hours/longer)		on a daily basis and immediately after events
Clearing of illegal dumping (24hours/48hours/longer)		once a month with cooperation of Waste department
Recycling or environmentally friendly practices(Yes/No)		awareness campaigns at schools and communities
Licenced landfill site(Yes/No)		2(Humansdorp and Hankey)
Water Service		
Water Quality rating (Blue/Green/Brown/N0 drop)		
Is free water available to all? (All/only to the indigent consumers)		Only indigent 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)		No - monthly readings
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		No estimates.
<i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i>		
One service connection affected (number of hours)		2hr
Up to 5 service connection affected (number of hours)		4hr
Up to 20 service connection affected (number of hours)		6hr
Feeder pipe larger than 800mm (number of hours)		8hr
What is the average minimum water flow in your municipality?		
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)		2 days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		no
Electricity Service		
What is your electricity availability percentage on average per month?		100%
Do your municipality have a ripple control in place that is operational? (Yes/No)		Not yet functional
How much do you estimate is the cost saving in utilizing the ripple control system?		Testing stage
What is the frequency of meters being read? (per month, per year)		per month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		three month's

On average for how long does the municipality use estimates before reverting back to actual readings? (months)	three month's
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	immediatley
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)	Depent on avalability of meters immediatley
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)	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	5 days Immediatley
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	As soon as possible
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	immediatley
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	± 21

Sewerage Service

Are your purification system effective enough to put water back in to the system after purification?	busy with upgrading of plants
To what extend do you subsidize your indigent consumers?	EQS share
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	30min
Sewer blocked pipes: Large pipes? (Hours)	2hr
Sewer blocked pipes: Small pipes? (Hours)	1hr
Spillage clean-up? (hours)	2hr
Replacement of manhole covers? (Hours)	when reported 2 hr

Road Infrastructure Services

Time taken to repair a single pothole on a major road? (Hours)	2 days
Time taken to repair a single pothole on a minor road? (Hours)	4 days
Time taken to repair a road following an open trench service crossing? (Hours)	6 days
Time taken to repair walkways? (Hours)	6 days

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)	Yes

Financial Management

Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	
Are the financial statement outsources? (Yes/No)	No
Are there Council adopted business process tsructuring the flow and managemet of documentation feeding to Trial Balalnce?	
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 quaterly and annually including for the next two to three years procurement plans?	

Administration		
Reaction time on enquiries and requests?	5 working days	
Time to respond to a verbal customer enquiry or request? (working days)	5 working days	
Time to respond to a written customer enquiry or request? (working days)	15 working days	
Time to resolve a customer enquiry or request? (working days)	3 working days	
What percentage of calls are not answered? (5%,10% or more)		5
How long does it take to respond to voice mails? (hours)		48
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?	1 day	
Community safety and licensing services		
How long does it take to register a vehicle? (minutes)	15 min	
How long does it take to renew a vehicle license? (minutes)	15 min	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	15 min	
How long does it take to de-register a vehicle? (minutes)	15 min	
How long does it take to renew a drivers license? (minutes)	15 min	
What is the average reaction time of the fire service to an incident? (minutes)	15 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)	45 min	
Economic development		
How many economic development projects does the municipality drive?		
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	All ourLED projects are aimed at this	
What percentage of the projects have created sustainable job security?	We do not create jobs. We create an enabling environment for job creation	
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)	No	
Are customers treated in a professional and humanly manner? (Yes/No)	Yes	