

Province: Municipality(Lim344) - Schedule of Service Delivery Standards Table 2025 /2026_Draft

Standard	Description	Service Level
Solid Waste Removal		
	Premise based removal (Residential Frequency)	Once a week
	Premise based removal (Business Frequency)	Daily
	Bulk Removal (Frequency)	As and when it required
	Removal Bags provided(Yes/No)	No
	Garden refuse removal Included (Yes/No)	No
	Street Cleaning Frequency in CBD	Daily
	Street Cleaning Frequency in areas excluding CBD	Daily
	How soon are public areas cleaned after events (24hours/48hours/longer)	24 Hours
	Clearing of illegal dumping (24hours/48hours/longer)	24 Hours
	Recycling or environmentally friendly practices(Yes/No)	Yes
	Licenced landfill site(Yes/No)	Yes
Electricity Service		
	What is your electricity availability percentage on average per month?	95
	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?	n/a
	What is the frequency of meters being read? (per month, per year)	1 per month
	Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Average of three months
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Three Months
	Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	from immediate to at least 6 hours. Severe cas
	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)	1 day if stock is available
	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)	n/a not related
	How soon does the municipality provide a quotation to a customer upon a written request? (days)	30
	required? (working days)	90
	required? (working days)	14
	required? (working days)	90
Road Infrastructure Services		
	Time taken to repair a single pothole on a major road? (Hours)	24 Hours
	Time taken to repair a single pothole on a minor road? (Hours)	24 Hours
	Time taken to repair a road following an open trench service crossing? (Hours)	72 Hours
	Time taken to repair walkways? (Hours)	24 Hours
Property valuations		
	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 outsources? (Yes/No)	No
	Balalnce?	Yes
	How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 Days
	to three years procurement plans?	NO ,only for a financial year
Administration		
	Reaction time on enquiries and requests?	3 working days
	Time to respond to a verbal customer enquiry or request? (working days)	Same day
	Time to respond to a written customer enquiry or request? (working days)	7 working days
	Time to resolve a customer enquiry or request? (working days)	7 working days
	What percentage of calls are not answered? (5%,10% or more)	We don't analyze data
	How long does it take to respond to voice mails? (hours)	We don't analyze data
	Does the municipality have control over locked enquiries? (Yes/No)	No

Is there a reduction in the number of complaints or not? (Yes/No)	We don't analyse data	
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 there is a need	
Community safety and licensing services		
How long does it take to register a vehicle? (minutes)	91. Eight Minutes (8)	
How long does it take to renew a vehicle license? (minutes)	92. Six Minutes (6)	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	93. Six Minutes (6)	
How long does it take to de-register a vehicle? (minutes)	94. Seven Minutes (7)	
How long does it take to renew a drivers license? (minutes)	95. Seven Minutes (7)	
What is the average reaction time of the fire service to an incident? (minutes)	96. Not Applicable	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	97. Not Applicable	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)		
Economic development		
How many economic development projects does the municipality drive?		4
unlock key economic growth projects?		4
What percentage of the projects have created sustainable job security?		6
development? (Yes/No)	No	
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	