Mthonjaneni Local Municipality KZN285 -Final Schedule of Service Delivery Standards 2022/23

Description Standard	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	2 days
Premise based removal (Business Frequency)	3 days
Bulk Removal (Frequency)	Daily
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	Daily
How soon are public areas cleaned after events (24hours/48hours/longer)	24hours
Clearing of illegal dumping (24hours/48hours/longer)	48hours
Recycling or environmentally friendly practices(Yes/No)	Yes
Licenced landfill site(Yes/No)	Yes
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	N/A
Is free water available to all? (All/only to the indigent consumers)	N/A
Frequency of meter reading? (per month, per year)	N/A
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	N/A
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	N/A
One service connection affected (number of hours)	N/A
Up to 5 service connection affected (number of hours)	N/A
Up to 20 service connection affected (number of hours)	N/A
Feeder pipe larger than 800mm (number of hours)	N/A
What is the average minimum water flow in your municipality?	N/A
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	N/A
How long does it take to replace faulty water meters? (days)	N/A
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	N/A
Electricity Service	
What is your electricity availability percentage on average per month?	98%'

Do your numicipality have a righte control in place that is operational? (Yes/No) No How much do you estimate is the cost saving in utilizing the righte control system? NA Are estimated consumption calculated at consumption over (two month's flace month's forger period) Pre Month Are estimated consumption calculated at consumption over (two month's flace month's forger period) NA Are estimated consumption calculated at consumption over (two month's flace month's forger period) NA Are estimated consumption calculated at consumption over (two month's flace month's forger period) NA Are estimated consumption calculated at consumption over (two month's flace month's forger period) NA Are estimated consumption calculated at consumption over (two month's flace month's		
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Road Infrastructure Services Image: Construction of the service	Spillage clean-up? (hours)	N/A
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	Time taken to repair a single pothole on a minor road? (Hours)	30 minutes
Time taken to repair walkways? (Hours) 1 hour Image: Constraint of the second secon	Time taken to repair a road following an open trench service crossing? (Hours)	40 minutes
	Time taken to repair walkways? (Hours)	1 hour
Property valuations	Property valuations	

How long does it take on average from completion to the first account being issued? (one month/three months or longer)	One
Do you have any special rating properties? (Yes/No)	No
Financial Management	
s there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decreased
Are the financial statement outsources? (Yes/No)	Yes
Are there Council adopted business process instructing the flow and managemet of documentation feeding to Trial Balalnce?	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 quaterly and annualy including for the next two to three years procurement plans?	Yes
Administration	
Reaction time on enquiries and requests?	As soon as possible
Fime to respond to a verbal customer enquiry or request? (working days)	One
Time to respond to a written customer enquiry or request? (working days)	Two
Fime to resolve a customer enquiry or request? (working days)	Two
What percentage of calls are not answered? (5%,10% or more)	N/A
How long does it take to respond to voice mails? (hours)	Yes
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 in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	One
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
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	20 minutes
How long does it take to renew a vehicle license? (minutes)	10 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	5 days
How long does it take to de-register a vehicle? (minutes)	5 days
How long does it take to renew a drivers license? (minutes)	20 minutes
What is the average reaction time of the fire service to an incident? (minutes)	30 minutes
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
	1

	2
Nil	
None	
No	
Yes	
Yes	
Yes	
	None No Yes Yes