

FREE STATE: FS191-SCHEDULE OF Service Delivery Standards Table 2023/24

Description	
Standard	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	Once a week
Premise based removal (Business Frequency)	Daily
Bulk Removal (frequency)	Once a week
Removal Bags provided (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 (24 hours/48 hours/longer)	24 Hours
Clearing of illegal dumping (24 hours/48 hours/longer)	Longer
Recycling or environmental friendly practices (Yes/No)	No
Licenced landfill site(Yes/No)	Yes
Water Service	
Water quality rating (Blue/Green/Brown/No drop)	
Is free water available to all? (All/only to the indigent consumers)	Only to indigent
Frequency of meter reading? (per month, per year)	Per month
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	
Up to 5 service connection affected (number of hours)	
Up to 20 service connection affected (number of hours)	
Feeder pipe larger than 800mm (number of hours)	
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)	
How long does it take to replace faulty water meters? (days)	
Do you have a cathodic protection system in place that is operational at this stage? (Yes/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)	Yes
How much do you estimate is the cost saving in utilising the ripple control system?	
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 months

On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Maximum of three months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	immediately
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)	14 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)	Good
How soon does the municipality provide a quotation to a customer upon written request? (days)	
How long does municipality takes to provide electricity service where existing infrastructure can be used? Working days)	
How long does the municipality take to provide electricity service for low voltage users where network extension is not required? (Working days)	
How long does the municipality take to provide electricity service for high voltage users where network extension is not required? (Working days)	
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	
To what extend do you subsidize your indigent consumers?	
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	
Sewer blocked pipes: Large pipes? (Hours)	
Sewer blocked pipes: Small pipes? (Hours)	
Spillage clean-up? (hours)	
Replacement of manhole covers? (Hours)	
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	
Time taken to repair a single pothole on a minor road? (Hours)	
Time taken to repair a road following an open trench service crossing? (Hours)	
Time taken to repair walkways? (Hours)	
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)	
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)	Yes

Are there Council adopted business process outlining the flow and management of documentation feeding to Trail Balance?	Yes
How long does it take for a Tax/Invoice to be paid from the date it has been received?	More than 30 days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	No
Administration	
Reaction time on enquiries and requests?	Immediately
Time to respond to a verbal customer enquiry or request? (working days)	Immediately
Time taken to respond to a written enquiry or request? (working days)	3 to 5 days
Time to resolve a customer enquiry or request? (working days)	3 days
What percentage of calls are not answered? (5%,10% or more)	
How long does it take to respond to voice mails? (hours)	N/A
Does the municipality have control over locked enquiries? (Yes/No)	YES
Is there a reduction in the number of complaints or not? (Yes/No)	NO
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	week
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)	Competency of Provincial Traffic department
How long does it take to renew a vehicle license? (minutes)	Competency of Provincial Traffic department
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	Competency of Provincial Traffic department
How long does it take to de-register a vehicle (minutes)	Competency of Provincial Traffic department
How long does it take to renew a driver's license? (minutes)	Competency of Provincial Traffic department
What is the average reaction time of the fire service to an incident? (minutes)	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	Competency of Provincial Health department
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	Competency of Provincial Health department
Economic Development	
How many economic development projects does the municipality drive?	0
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	0

What percentage of the projects have created sustainable job security?	0
Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)	No
Other Service Delivery and communication	
Is an 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