

Province: Free State. **Mohokare Municipality FS163 - Schedule of Service Delivery Standards 2021/2022 - Table 11**

Standard	Description	Service Level
<b>Solid Waste Removal</b>		
	Premise based removal (Residential Frequency)	Weekly
	Premise based removal (Business Frequency)	weekly
	Bulk Removal (Frequency)	Nine load per week
	Removal Bags provided(Yes/No)	yes
	Garden refuse removal Included (Yes/No)	yes
	Street Cleaning Frequency in CBD	daily basis
	Street Cleaning Frequency in areas excluding CBD	daily basis
	How soon are public areas cleaned after events (24hours/48hours/longer)	48 hour
	Clearing of illegal dumping (24hours/48hours/longer)	24 hour
	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)	Weekly
	Is free water available to all? (All/only to the indigent consumers)	Only 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)	No Estimate
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	No Estimate
	<b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b>	
	One service connection affected (number of hours)	2 hours
	Up to 5 service connection affected (number of hours)	8 hours
	Up to 20 service connection affected (number of hours)	16 hours
	Feeder pipe larger than 800mm (number of hours)	24 hours
	What is the average minimum water flow in your municipality?	0,069 l/s
	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 hours
	Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Yes
<b>Electricity Service</b>		
	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 utilizing the ripple control system?	5%
	What is the frequency of meters being read? (per month, per year)	
	Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	per month
	Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	immediate
	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)	one day
	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)	one to seven days
	How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	7 days
	How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	one day
	How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	four days
<b>Sewerage Service</b>		
	Are your purification system effective enough to put water back in to the system after purification?	Yes
	To what extend do you subsidize your indigent consumers?	full services
	<b>How long does it take to restore sewerage breakages on average</b>	
	Severe overflow? (hours)	2 hours
	Sewer blocked pipes: Large pipes? (Hours)	2 hours
	Sewer blocked pipes: Small pipes? (Hours)	1 hour
	Spillage clean-up? (hours)	4 hours
	Replacement of manhole covers? (Hours)	30 minutes
<b>Road Infrastructure Services</b>		
	Time taken to repair a single pothole on a major road? (Hours)	2 hours
	Time taken to repair a single pothole on a minor road? (Hours)	1 hour
	Time taken to repair a road following an open trench service crossing? (Hours)	4 hours
	Time taken to repair walkways? (Hours)	4 hours
		2 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)	One month
	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 outsourced? (Yes/No)	No
	Are there Council adopted business process restructuring the flow and management of documentation feeding to Trial Balance?	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 quarterly and annually including for the next two to three years procurement plans?	
<b>Administration</b>		
	Reaction time on enquiries and requests? 3 days	3 Days
	Time to respond to a verbal customer enquiry or request? (working days) 48 hours	48 Hours
	Time to respond to a written customer enquiry or request? (working days) as soon as we receive the letter/e/mail	As soon as we receive the letter/e/mail
	Time to resolve a customer enquiry or request? (working days) 2 days	2 Days

What percentage of calls are not answered? (5%,10% or more)	5 %	5%
How long does it take to respond to voice mails? (hours)	1 hour	1 Hour
Does the municipality have control over locked enquiries? (Yes/No)	no	no
Is there a reduction in the number of complaints or not? (Yes/No)	yes	yes
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day	1Day
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?	Once	Once
<b>Community safety and licensing services</b>		N/A
How long does it take to register a vehicle? (minutes)		N/A
How long does it take to renew a vehicle license? (minutes)		N/A
How long does it take to issue a duplicate registration certificate vehicle? (minutes)		N/A
How long does it take to de-register a vehicle? (minutes)		N/A
How long does it take to renew a drivers license? (minutes)		N/A
What is the average reaction time of the fire service to an incident? (minutes)		N/A
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? 5 External Funded projects through LED Unit Initiative		5 External Funded projects through LED Unit Initiative
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects? 1 LED Strategy		1 LED Strategy
What percentage of the projects have created sustainable job security? Low percentage		Low percentage
Does the municipality have any incentive plans in place to create an conducive environment for economic development? Yes or 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