

**Eastern Cape: Makana Municipality (EC 104) - Adopted Schedule of Service Delivery Standards 2022/23**

Standard	Service Level
<p><b>Solid Waste Removal</b>                      Premise based removal (Residential Frequency)                      Premise based removal (Business Frequency)                      Bulk Removal (Frequency)                      Removal Bags provided(Yes/No)                      Garden refuse removal Included (Yes/No)                      Street Cleaning Frequency in CBD                      Street Cleaning Frequency in areas excluding CBD                      How soon are public areas cleaned after events (24hours/48hours/longer)                      Clearing of illegal dumping (24hours/48hours/longer)                      Recycling or environmentally friendly practices(Yes/No)                      Licenced landfill site(Yes/No)</p>	<p>Once a week                      Once a week                      Once a week                      yes one per week                      got 52 identified garden refuse dumping spots                      every day                      when needed                      24 hours                      longer                      yes we try                      yes</p>
<p><b>Water Service</b>                      Water Quality rating (Blue/Green/Brown/NO drop)                      Is free water available to all? (All/only to the indigent consumers)                      Frequency of meter reading? (per month, per year)                      Are estimated consumption calculated on actual consumption over (two months/three months/longer period)                      On average for how long does the municipality use estimates before reverting back to actual readings? (months)  <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)                      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)</p>	<p>Assessment is conducted once a year by the Department of Water and Sanitation, Water quality sampling and analysis is done monthly.                      Only to the indigent                      Yes                      some 3 months/some longer periods                      varies on circumstances/some 3 months/some longer than 3 months                      2 hours                      4 hours                      24 hours                      8 hours                      45900kl                      No, Environmental components are attended by the relevant section                      domestic meter 30 days, bulk meter 30 days if it is on a built chamber                      Yes, but only at James Kleynhans side</p>
<p><b>Electricity Service</b>                      What is your electricity availability percentage on average per month?                      Do your municipality have a ripple control in place that is operational? (Yes/No)                      How much do you estimate is the cost saving in utilizing the ripple control system?                      What is the frequency of meters being read? (per month, per year)                      Are estimated consumption calculated at consumption over (two months/three months/longer period)                      On average for how long does the municipality use estimates before reverting back to actual readings? (months)                      Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)                      Are accounts normally calculated on actual readings? (Yes/no)                      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 meters? (days)                      Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)                      How effective is the action plan in curbing line losses? (Good/Bad)                      How soon does the municipality provide a quotation to a customer upon a written request? (days)                      How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)</p>	<p>Yes- two of our main feeding substation do have an operational ripple control. No- one of our main feeding substation doesn't have a ripple control                      It will save the Municipality from being charged the penalties                      Per Month                      Two months                      Three Months                      It depends on the nature brakages but maximum is one day                      yes on pre-paid but on bulk &amp; conventional meter its actual reading and maximum demand                      No                      24 hours after notification                      No                      No plan at all                      5 working days                      within standard period of 90 days (3 months)</p>

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<p>How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)</p> <p>How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)</p>	<p>within standard period of 90 days (3 months)</p> <p>within standard period of 90 days (3 months)</p>
<p><b>Sewerage Service</b></p> <p>Are your purification system effective enough to put water back in to the system after purification?</p> <p>To what extend do you subsidize your indigent consumers?</p> <p><b>How long does it take to restore sewerage breakages on average</b></p> <p>Severe overflow? (hours)</p> <p>Sewer blocked pipes: Large pipes? (Hours)</p> <p>Sewer blocked pipes: Small pipes? (Hours)</p> <p>Spillage clean-up? (hours)</p> <p>Replacement of manhole covers? (Hours)</p>	<p>Yes, recycling is done.</p> <p>0</p> <p>3 HOURS, up to 450mm</p> <p>2 hours up to 160mm</p> <p>1 hour</p> <p>45 minutes per cover</p>
<p><b>Road Infrastructure Services</b></p> <p>Time taken to repair a single pothole on a major road? (Hours)</p> <p>Time taken to repair a single pothole on a minor road? (Hours)</p> <p>Time taken to repair a road following an open trench service crossing? (Hours)</p> <p>Time taken to repair walkways? (Hours)</p>	<p>24 hours</p> <p>48 hours or longer</p> <p>Immediately</p> <p>72 hours or longer</p>
<p><b>Property valuations</b></p> <p>How long does it take on average from completion to the first account being issued? (one month/three months or longer)</p> <p>Do you have any special rating properties? (Yes/No)</p>	<p>It takes approximately 6 Months as 2 supplementary valuation rolls are done per financial year (half yearly). Charges are backdated to date of completion.</p> <p>No</p>
<p><b>Financial Management</b></p> <p>Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)</p> <p>Are the financial statement outsourced? (Yes/No)</p> <p>Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?</p> <p>How long does it take for an Tax/Invoice to be paid from the date it has been received?</p> <p>Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?</p>	<p>Unauthorised expenditure is managed better and there is a process of reporting that is being followed. Wasteful expenditure does still occur due to the inability to pay old creditors and the resultant interest charged</p> <p>Yes, with in-house skills transfer</p> <p>No</p> <p>More than 30 days depending on cash flow</p> <p>Yes</p>
<p><b>Administration</b></p> <p>Reaction time on enquiries and requests?</p> <p>Time to respond to a verbal customer enquiry or request? (working days)</p> <p>Time to respond to a written customer enquiry or request? (working days)</p> <p>Time to resolve a customer enquiry or request? (working days)</p> <p>What percentage of calls are not answered? (5%,10% or more)</p> <p>How long does it take to respond to voice mails? (hours)</p> <p>Does the municipality have control over locked enquiries? (Yes/No)</p> <p>Is there a reduction in the number of complaints or not? (Yes/No)</p> <p>How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)</p> <p>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?</p>	<p>The Corporate &amp; Shared Services Directorate tries respond to enquiries and requests immediately in most cases.</p> <p>1 day</p> <p>1 day</p> <p>1 day</p> <p>5 percent</p> <p>At most 1 hour.</p> <p>yes</p> <p>yes there is a reduction</p> <p>2 days at most</p> <p>When Necessary</p>

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<b>Community safety and licensing services</b>	
How long does it take to register a vehicle? (minutes)	15 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)	Duplicates are not issued by us, we only do the duplication
How long does it take to de-register a vehicle? (minutes)	20 Minutes
How long does it take to renew a drivers license? (minutes)	30 minutes
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)	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	High risk areas 5 minutes, midium risk 7 min and low risk 12 min
<b>Economic development</b>	
How many economic development projects does the municipality drive?	20
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	5
What percentage of the projects have created sustainable job security?	60
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/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