**Eastern Cape: Buffalo City Metropolitan Municipality(BUF) - Schedule of Service Delivery Standards Table**   **ANNEXURE  V**

| Description | |
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| **Standard** | **Service Level** |
| **Solid Waste Removal** | |
| Premise based removal (Residential Frequency) | One a week |
| Premise based removal (Business Frequency) | Once a week/ as per requested by the Business |
| Bulk Removal (Frequency) | Once a week/ as per requested |
| 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 | As and when required (due to shortage of staff to cover all areas) |
| How soon are public areas cleaned after events (24hours/48hours/longer) | 48 Hours (maximum) |
| Clearing of illegal dumping (24hours/48hours/longer) | Longer ( Department has a shortage of resources to render this service) |
| Recycling or environmentally friendly practices(Yes/No) | Yes ( although not in all areas of BCMM as per the Waste Act) |
| Licenced landfill site(Yes/No) | Yes |
| | |
| **Water Service** | |
| Water Quality rating (Blue/Green/Brown/N0 drop) | 95% |
| Is free water available to all? (All/only to the indigent consumers) | Only to Consumers deemed as Indigents |
| Frequency of meter reading? (per month, per year) | Once a month, 12 times a year |
| Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period) | Based on historical actual consumptions |
| On average for how long does the municipality use estimates before reverting back to actual readings? (months) | 3 months max |
| *Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)* | |
| One service connection affected (number of hours) | 1-2 hours |
| Up to 5 service connection affected (number of hours) | 2-4 hours |
| Up to 20 service connection affected (number of hours) | 4-8 hours |
| Feeder pipe larger than 800mm (number of hours) | 12-24 hours |

|  | **Description** |
| --- | --- |
| **Standard** | **Service Level** |
| What is the average minimum water flow in your municipality? | 600l per erf/day |
| 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) | 1 day |
| Do you have a cathodic protection system in place that is operational at this stage? (Yes/No) | No |
|  |  |
| **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) | Yes |
| How much do you estimate is the cost saving in utilizing the ripple control system? | esimated at R25 Million |
| What is the frequency of meters being read? (per month, per year) | month |
| Are estimated consumption calculated at consumption over (two month's/three month's/longer period) | 3 months |
| On average for how long does the municipality use estimates before reverting back to actual readings? (months) | 3 months |
| Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer) | 12-24 Hours on average |
| 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) |  |
| How long does it take to replace faulty meters? (days) | 24-48 hours |
| 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) | Bad |
| How soon does the municipality provide a quotation to a customer upon a written request? (days) | 30 days |
| How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) | 30 days |
| How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) | 30 days |
| How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) | 60 days |
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| Description | |
|---|---|
| **Standard** | **Service Level** |
| **Sewerage Service** | |
| 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? | Free Service |
| *How long does it take to restore sewerage breakages on average* | |
| Severe overflow? (hours) | up to 24 hrs depending on severity, location |
| Sewer blocked pipes: Large pipes? (Hours) | upto 9 hrs depending on accessabilty and depth |
| Sewer blocked pipes: Small pipes? (Hours) | 1 - 3 hrs depending on accessabilty and depth |
| Spillage clean-up? (hours) | 1 - 6 hrs dependant on severity of spillage |
| Replacement of manhole covers? (Hours) | 1 - 4 hrs dependant on location, resources |
| | |
| **Road Infrastructure Services** | |
| Time taken to repair a single pothole on a major road? (Hours) | 8hrs |
| Time taken to repair a single pothole on a minor road? (Hours) | 24hrs |
| Time taken to repair a road following an open trench service crossing? (Hours) | 24hrs (Working hrs) |
| Time taken to repair walkways? (Hours) | 48hrs (Concrete), Aphalt (8hrs) |
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| **Property valuations** | |
| How long does it take on average from completion to the first account being issued? (one month/three months or longer) | On completion of a General Valuation (GV), the first account based on that GV will be issued in 6 months time. However for monthly supplementary valuations the first adjusted account will be issued in 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) | |
| Are the financial statement outsources? (Yes/No) | No - However ad hoc support is used to assist with Caseware. |
| Are there Council adopted business process structuing the flow and managemet of documentation feeding to Trial Balalnce? | Yes |

| Description | |
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| **Standard** | **Service Level** |
| 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, business plans are linked to the IDP and budget and indicate milestones per period of budgeting |
| | |
| **Administration** | |
| Reaction time on enquiries and requests? | Attended to immediately, but may need to wait for a response from other departments |
| Time to respond to a verbal customer enquiry or request? (working days) | Immediate response, but may need to wait for a response from other departments |
| Time to respond to a written customer enquiry or request? (working days) | Up to 5 working days, but may need to wait for a resonse from other departments |
| Time to resolve a customer enquiry or request? (working days) | Can take up to 70 working days depending on the nature of the query |
| What percentage of calls are not answered? (5%,10% or more) | Less than 2% |
| How long does it take to respond to voice mails? (hours) | n/a |
| Does the municipality have control over locked enquiries? (Yes/No) | n/a |
| 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) | 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? | |
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| **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) | Yes, ocasionally |
| Are customers treated in a professional and humanly manner? (Yes/No) | Yes |
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| **Community safety and licensing services** | |
| How long does it take to register a vehicle? (minutes) | Aprox 20 min |
| How long does it take to renew a vehicle license? (minutes) | Aprox 12 mins |

| Description | |
| --- | --- |
| **Standard** | **Service Level** |
| How long does it take to issue a duplicate registration certificate vehicle? (minutes) | Process time to issue document 10 minutes. However the docuemtation is submitted to DOT and the approximate turnaround time for authorization is 21 days. Once the application is authorised by DOT, the customer is contacted to make payment to receive the document which will take approximatimately 4-6 weeks. |
| How long does it take to de-register a vehicle? (minutes) | Aprox 15mins |
| How long does it take to renew a drivers license/ learners/PDP's/ applications? (minutes) | **Driving Licence Renewal/ PRDP**- the applicant must apply online for a booking of which the system will provide them with an appointment which includes a date and time. Time taken at the department will be approx 30 min from start to finish. **LEARNERS & DRIVERS LICENCE** - An applicant that applies for a drivers or learners test online and must within 7 days come into the deparmtent to make payment to secure the appointment. this process will also take about 30 minutes. **NB** - It must be noted that when the intermitant loadshedding can cause further delays as the equipment takes a while to reboot |
| How long does it take for online bookings? | When an applicant applies online, the applicants follows the prompts on the website and the actual online process takes less than 5minutes dependant on connectivity, whether the website is online (as as well can cause delays) and availablity of dates which is released the RTMC (Road Traffic Management Corporation) as theTraffic Services is not responsible for the dates on the system. |
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| Description | |
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| **Standard** | **Service Level** |
| What is the average reaction time of the fire service to an incident? (minutes) | 20 minutes average reaction time to structural fires. |
| What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) | Service not rendered by BCMM |
| What is the average reaction time of the ambulance service to an incident in the rural area? (minutes) | Service not rendered by BCMM |
| How many economic development projects does the municipality drive? | (12) Revitalisation of Dimbaza, Berlin and Fort Jackson, Court Crecent, Marina Glen B, Water World, Sleeper Site, Kiwane Resort and Campsite, Informal Trade Infrastructure, Agricultural Infrastructure (Hydroponics), SMME Incubator, Export Development . |
| How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects? | (5) Sleeper site, Beachfront Development, Inner City Regeration,Expansion of the Port & Industrial Revitalization |
| What percentage of the projects have created sustainable job security? | 42% (although the number of jobs is not massive at this stage) |
| Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No) | no - except for rebates on property rates. An Investment Incentives Strategy is being developed. |