Eastern Cape: Buffalo City Metr	opolitan Municipality(BUF	i) - Schedule of Service Delivery	y Standards Table XX	ANNEXURE K
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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) Water Service (Infrastructure Services) Water Quality rating (Blue/Green/Brown/N0 drop) Is free water available to all? (All/only to the indigent consumers) Prequency of meter reading? (per month, per year) Are estimated consumption calculated on actual 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) Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions) Up to 5 service connection affected (number of hours) Up to 50 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) Yes	Description	
Premise based removal (Residential Frequency) Premise based removal (Business Frequency) Once a week' as per requested by the Business Bulk Removal (Frequency) Once a week' as per requested by the Business Bulk Removal (Frequency) Once a week' as per requested by the Business Bulk Removal (Frequency) Once a week' as per requested by the Business Bulk Removal (Frequency) Once a week' as per requested by the Business Bulk Removal (Frequency) Once a week' as per requested by the Business Bulk Removal (Frequency) Once a week' as per requested by the Business Bulk Removal (Frequency) Once a week' as per requested by the Business Bulk Removal (Frequency) Once a week' as per requested by the Business Bulk Removal (Frequency) Once a week' as per requested by the Business Bulk Removal (Frequency) Once a week' as per requested by the Business Bulk Removal (Frequency) Once a week' as per requested by the Business Bulk Removal (Frequency) Once a week' as per requested by the Business Bulk Business Bulk Pusiness Prequency in Carbon (Ves India Pusiness) Once a week' as per requested by the Business Bulk Business Business Bulk Business Business Bulk Business Bulk Business Bulk Business Business Bulk Business Busin	Standard	Service Level
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Are estimated consumption calculated on actual 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) 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) 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) Yes	Is free water available to all? (All/only to the indigent consumers)	Only to Consumers deemed as Indigents
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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) Yes	· · · · · · · · · · · · · · · · · · ·	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) Yes		
	What is the average minimum water flow in your municipality?	600l/day
How long does it take to replace faulty water meters? (days)	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
I low long does it take to replace ladity water meters: (days)	How long does it take to replace faulty water meters? (days)	1 day

Eastern Cape: Buffalo City Metropolitan Municipality(BUF) - Schedule of Service Delivery Standards Tab	le XX ANNEXURE K
Description	
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No
Electricity Service (Infrastructure Services)	
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
Sewerage Service (Infrastructure Services)	
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	1 166 0611106
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: Large pipes? (Hours) Sewer blocked pipes: Small pipes? (Hours)	· · · · · · · · · · · · · · · · · · ·
Sewer blocked pipes. Small pipes? (Hours) Spillage clean-up? (hours)	1 - 3 hrs depending on accessability and depth
	1 - 6 hrs dependant on severity of spillage
Replacement of manhole covers? (Hours)	1 - 4 hrs dependant on location, resources

Eastern Cape: Buffalo City Metropolitan Municipality(BUF) - Schedule of Service Delivery Standards Tak	ole XX ANNEXURE K
Description	
Road Infrastructure Services (Infrastructure Services)	
Time taken to repair a single pothole on a major road? (Hours)	3hrs
Time taken to repair a single pothole on a minor road? (Hours)	5hrs
Time taken to repair a road following an open trench service crossing? (Hours)	10hrs (Working hrs)
Time taken to repair walkways? (Hours)	48hrs (Concrete), Aphalt (3hrs)
Property valuations (Financial Services)	
How long does it take on average from completion to the first account being issued? (one month/three months	
or longer)	3 months
Do you have any special rating properties? (Yes/No)	No
Financial Management (Financial Services)	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	
	No - However ad hoc support is used to assist with
Are the financial statement outsources? (Yes/No)	Caseware.
Are there Council adopted business process structuing 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	Yes, business plans are linked to the IDP and budget
next two to three years procurement plans?	and indicate milestones per period of budgeting
Administration (Financial Services and City Manager's Office)	
	Attended to immediately, but may need to wait for a
Reaction time on enquiries and requests?	response from other departments
	Immediate response, but may need to wait for a
Time to respond to a verbal customer enquiry or request? (working days)	response from other departments
	Up to 5 working days, but may need to wait for a
Time to respond to a written customer enquiry or request? (working days)	resonse from other departments
	Can take up to 70 working days depending on the
Time to resolve a customer enquiry or request? (working days)	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
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Eastern Cape: Buffalo City Metropolitan Municipality(BUF) - Schedule of Service Delivery Standards Tab	le XX ANNEXURE K
Description	
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?	
Community safety and licensing services (Health and Public Safety)	
How long does it take to register a vehicle? (minutes)	Aprox 15min
How long does it take to renew a vehicle license? (minutes)	Aprox 12mins
	Aprox 21 days- application goes off to DOT to be
	authorised once authorised customer is contacted,
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	he/she comes in to make payment
How long does it take to de-register a vehicle? (minutes)	Aprox 15mins
How long does it take to renew a drivers license? (minutes)	Depending on the queue and applicant, if the form is correctly completed, what they are applying for, and if they are able to unstand the eye test, PRDP takes about 20min, code 08 & 10, 10-15mins
What is the average reaction time of the fire service to an incident? (minutes)	8 TO 10 MINUTES (AVERAGE ATTENDANCE TIME)
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
Economic development (Economic Development and Agencies and / Develoment and Spartial Planning)	
How many economic development projects does the municipality drive?	Revitalisation of Dimbaza, Berlin and Fort Jackson
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects? What percentage of the projects have created sustainable job security?	4 namely Sleeper site, Beachfront Development, Inner City Regeration, Expansion of the Port
Does the municipality have any incentive plans in place to create an conducive environment for economic	
development? (Yes/No)	no

Eastern Cape: Buffalo City Metropolitan Municipality(BUF) - Schedule of Service Delivery Standards Ta	able XX ANNEXURE K
Description	
Other Service delivery and communication (Executive Support Services and Financial Services)	
Is a 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