

Province: Free State. **Mohokare Municipality FS163 - Schedule of Service Delivery Standards 2023/2024 - Table 11**

Standard	Description	Service Level
Solid Waste Removal		
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
Water Service		
Water Quality rating (Blue/Green/Brown/NO 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
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		
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
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 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
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?		full services
How long does it take to restore sewerage breakages on average		
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
Road Infrastructure Services		
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
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)		No
Financial Management		
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?		
Administration		
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
Community safety and licensing services	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
Economic development	
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
Other Service delivery and communication	
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