

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)		
Premise based removal (Business Frequency)		
Bulk Removal (Frequency)		
Removal Bags provided (Yearly)		
Garbage removal (Yearly)		
Street Cleaning Frequency in CBD		
Street Cleaning Frequency in areas excluding CBD		
How soon are public areas cleaned after events (24hours/48hours/longer)		
Cleaning of illegal dumping (24hours/48hours/longer)		
Recycling or environmentally friendly practices (Yearly)		
General landfill sites (Yearly)		
Water Services		
Water Quality rating (BibacGreenBrown/NO drop)		
Is fire 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 month/three month/longer period)		
On average for how long does the municipality use estimation before reverting back to actual readings? (months)		
Duration (hours) before availability of water is restored in case 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? (Yearly)		
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? (Yearly)		
Electricity Services		
What is your electricity availability percentage on average per month?		
Do your municipality have a ripple control in place that is operational? (Yearly)		
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 month/three month/longer period)		
On average for how long does the municipality use estimation before reverting back to actual readings? (months)		
Duration before availability of electricity is restored in case of outage (immediate/one day/two days/longer)		
Are accounts normally calculated on actual readings? (Yearly)		
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yearly)		
How long does it take to replace legal meters? (days)		
How long does it take to prevent illegal connections and prevention of electricity theft? (Yearly)		
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 services where existing infrastructure can be used? (working days)		
How long does the municipality takes to provide electricity services for low voltage users where network extension is not required? (working days)		
How long does the municipality takes to provide electricity services for high voltage users where network extension is not required? (working days)		
Sewerage Services		
Are your purification system effective enough to put water back in to the system after purification?		
To what extent do you subsidize your indigent consumers?		
How long does it take to restore sewerage breakages on average		
Severe overflow? (hours)		
Sewer blocked pipe: Large pipe? (Hours)		
Sewer blocked pipe: Small pipe? (Hours)		
Spillage clean-up? (hours)		
Replacement of manhole covers? (hours)		
Road Infrastructure Services		
Time taken to repair a single pothole on a major road? (Hours)		
Time taken to repair a single pothole on a minor road? (Hours)		
Time taken to repair a road following an open trench service creating? (Hours)		
Time taken to repair walkways? (Hours)		

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Standard	Description	Service Level
<p>Property valuations How long does it take on average from completion to the first account being issued? (one month/three months or longer) Do you have any special rating properties? (Yes/No)</p>		
<p>Financial Management Is there any change in the situation of unauthorized and wasteful expenditure over time? (Decrease/increase) Are there financial statement outsourcing? (Yes/No) Are there financial related business process involving the flow and management of documentation leading to 'Final Balance'? How long does it take for an invoice to be paid from the date it has been received?</p>	<p>Decrease No Yes Average 30 days</p>	
<p>Administration Reaction time on enquiries and requests? Time to respond to a verbal customer enquiry or request? (working days) Time to respond to a written customer enquiry or request? (working days) Time to resolve a customer enquiry or request? (working days) What percentage of calls are not answered? (5%, 10% or more) How long does it take to respond to voice mails? (hours) Does the municipality have corded over locked enquiries? (Yes/No) Is there a reduction in the number of complaints or not? (Yes/No) How long does it take to open an account for a new customer? (1 day/ 2 days/ a week or longer) 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>paid within 21 days with a one month cycle before we bill 21 days but depending on enquiry within two months cycle one month cycle less than 5% Yes Yes on conventional system, and No since the implementation of prepaid meters an uterable barrier to consumers One day at the main office, and on satellite its upon receiving the documents There is a procurement timetable in place that is followed up by SCM every week</p>	
<p>Community safety and licensing services How long does it take to register a vehicle? (minutes) How long does it take to renew a vehicle license? (minutes) How long does it take to renew a vehicle registration certificate/vehicle? (minutes) How long does it take to de-register a vehicle? (minutes) How long does it take to renew a drivers license? (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)</p>		
<p>Economic development How many economic development projects does the municipality drive? How many economic development programmes 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?</p>	<p>All the projects listed above are reflected in the RGP. RGP as growth and catalytic project in the following sector, Agriculture, Tourism, Manufacturing, Service, and Renewable Energy Agriculture is considered to be one of the biggest employer in the District. Notably, projects such as the Agricultural Turnkey, Vervynck, Open Field and processing facility have created the most jobs. Agricultural Processing Turnkey - 55 individuals; NSRP Transportation - 40 individuals; Lamba Vervynck and cooperative wharf - 51 individuals; Lamba Processing Facility - 8 individuals; and Open Fields - 349 individuals.</p>	
<p>Other Service delivery and communication Is a information package handed to the new customer? (Yes/No) Does the municipality have training or information sessions to inform the community? (Yes/No) Are customers treated in a professional and humane manner? (Yes/No)</p>	<p>Lamba District Municipality has established a Development Agency mandated to drive Local Economic Development and promote trade and investment promotions within the District, this agency is called Enterprise Lamba. The Agency offers support, project management, project facilitation from inception to project hand over, as well as trainings that skills are transferred to the community members involved in the projects. Enterprise Lamba also sources grant funding from funding institutions such as DODGITA, EDTEA, IDC, OBISA on behalf of the communities in need of catalytic intervention. Moreover, Enterprise Lamba joins up the cooperatives/associations which are already working in the projects with skilled investors to ensure that the projects are sustainable in the long run.</p>	<p>Yes Yes Yes, although there are complaints around customer care</p>

