Gauteng: Mogale City (GT481) - Schedule of Service Delivery Standards								
Description	**2020/21**	**2021/22**	**2022/23**	**2023/24**	**Current Year 2024/25**			
Standard	**Actual Outcome**	**Actual Outcome**	**Audited Outcome**	**Audited Outcome**	**Original Budget**	**Adjusted Budget**	**Full Year Forecast**	**Service Level**
Solid Waste Removal								
Premise based removal (Residential Frequency)	once a week	once a week	once a week	once a week	once a week	once a week	once a week	once a week
Premise based removal (Business Frequency)	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the CBD
Bulk Removal (Frequency)	once a week for business and once in two weeks for residential areas	once a week for business and once in two weeks for residential areas	once a week for business and once in two weeks for residential areas	once a week for business and once in two weeks for residential areas	once a week for business and once in two weeks for residential areas	once a week for business and once in two weeks for residential areas	once a week for business and once in two weeks for residential areas	once a week for business and once in two weeks for residential areas
Removal Bags provided(Yes/No)	not relevant	not relevant	not relevant	not relevant	not relevant	not relevant	not relevant	not relevant
Garden refuse removal Included (Yes/No)	not relevant	not relevant	not relevant	not relevant	not relevant	not relevant	not relevant	not relevant
Street Cleaning Frequency in CBD	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well
Street Cleaning Frequency in areas excluding CBD	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Clearing of illegal dumping (24hours/48hours/longer)	longer than 48hours	longer than 48hours	longer than 48hours	longer than 48hours	longer than 48hours	longer than 48hours	longer than 48hours	longer than 48hours
Recycling or environmentally friendly practices(Yes/No)	yes	yes	yes	yes	yes	yes	yes	yes
Licenced landfill site(Yes/No)	yes	yes	yes	yes	yes	yes	yes	yes
			-	-	-	-	-	-
Water Service			-	-	-	-	-	-
Water Quality rating (Blue/Green/Brown/N0 drop)	No, average quality compliance = 100%	No, average quality compliance = 100%	No, average quality compliance = 100%	No, average quality compliance = 100%	**No, average quality compliance = 100%**	**No, average quality complia**	**No, average quality complia**	No, average quality compliance = 100%
Is free water available to all? (All/only to the indigent consumers)	**only to the indigent consumers**	**only to the indigent consumers**	**only to the indigent consumers**	**only to the indigent consumers**	**only to the indigent consumers**	**only to the indigent consumers**	**only to the indigent consumers**	**only to the indigent consumers**
Frequency of meter reading? (per month, per year)	Per month	Per month	Per month	Per month	Per month	Per month	Per month	Per month
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	-	-	-	-	-	-	-	-
One service connection affected (number of hours)	8	8	8	8	8	8	8	8
Up to 5 service connection affected (number of hours)	12	12	12	12	12	12	12	12
Up to 20 service connection affected (number of hours)	12	12	12	12	12	12	12	12
Feeder pipe larger than 800mm (number of hours)	24	24	24	24	24	24	24	24
What is the average minimum water flow in your municipality?	9 Lites/second	9 Lites/second	9 Lites/second	9 Lites/second	9 Lites/second	9 Lites/second	9 Lites/second	9 Lites/second
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	no	no	no	no	no	no	no	no
How long does it take to replace faulty water meters? (days)	if reported 24 Hours	if reported 24 Hours	if reported 24 Hours	if reported 24 Hours	if reported 24 Hours	if reported 24 Hours	if reported 24 Hours	if reported 24 Hours
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	no	no	no	no	no	no	no	no
	-	-	-	-	-	-	-	-

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Electricity Service	-	-	-	-	-	-	-	
What is your electricity availability percentage on average per month?	100%	0%	0%	0%	-	-	-	-
Do your municipality have a ripple control in place that is operational? (Yes/No)	YES	YES	YES	YES	YES	YES	YES	YES
How much do you estimate is the cost saving in utilizing the ripple control system?	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
What is the frequency of meters being read? (per month, per year)	MV Meters monthly (For LV Meters Manager Revenue to respond)	MV Meters monthly (For LV Meters Manager Revenue to respond)	MV Meters monthly (For LV Meters Manager Revenue to respond)	MV Meters monthly (For LV Meters Manager Revenue to respond)	MV Meters monthly (For LV Meters Manager Revenue to respond)	MV Meters monthly (For LV Meters Manager Revenue to respond)	MV Meters monthly (For LV Meters Manager Revenue to respond)	MV Meters monthly (For LV Meters Manager Revenue to respond)
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	three to six months	three to six months	three to six months	three to six months	three to six months	three to six months	three to six months	three to six months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Not longer than 3 months	Not longer than 3 months	Not longer than 3 months	Not longer than 3 months	Not longer than 3 months	Not longer than 3 months	Not longer than 3 months	Not longer than 3 months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Seven days is the longest time	Seven days is the longest time	Seven days is the longest time	Seven days is the longest time	Seven days is the longest time	Seven days is the longest time	Seven days is the longest time	Seven days is the longest time
Are accounts normally calculated on actual readings? (Yes/no)	CORRECT	CORRECT	CORRECT	CORRECT	CORRECT	CORRECT	CORRECT	CORRECT
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No	No	No	No	No	No	No	No
How long does it take to replace faulty meters? (days)	As and when they are reported	As and when they are reported	As and when they are reported	As and when they are reported	As and when they are reported	As and when they are reported	As and when they are reported	As and when they are reported
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	YES - A CONTINUOUS METER AUDIT	YES - A CONTINUOUS METER AUDIT	YES - A CONTINUOUS METER AUDIT	YES - A CONTINUOUS METER AUDIT	YES - A CONTINUOUS METER AUDIT	YES - A CONTINUOUS METER AUDIT	YES - A CONTINUOUS METER AUDIT	YES - A CONTINUOUS METER AUDIT
How effective is the action plan in curbing line losses? (Good/Bad)	AVERAGING TO 80%	AVERAGING TO 80%	AVERAGING TO 80%	AVERAGING TO 80%	AVERAGING TO 80%	AVERAGING TO 80%	AVERAGING TO 80%	AVERAGING TO 80%
How soon does the municipality provide a quotation to a customer upon a written request? (days)	Within 5 working days	Within 5 working days	Within 5 working days	Within 5 working days	Within 5 working days	Within 5 working days	Within 5 working days	Within 5 working days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer	Dependant on the payment made by the applicant/ customer
	-	-	-	-	-	-	-	
Sewerage Service	-	-	-	-	-	-	-	-
Are your purification system effective enough to put water back in to the system after purification?	No, average compliance = 39%	No, average compliance = 45%	No, average compliance = 45%	No, average compliance = 45%	No, average compliance = 45%	No, average compliance = 45	No, average compliance = 45	Full borne sewage system
To what extend do you subsidize your indigent consumers?	0%	0%	0%	0%	0%	0%	0%	0%
How long does it take to restore sewerage breakages on average								
Severe overflow? (hours)	6-9	6-9	6-9	6-9	6-9	6-9	6-9	6-9
Sewer blocked pipes: Large pipes? (Hours)	9-12	9-12	9-12	9-12	9-12	9-12	9-12	9-12
Sewer blocked pipes: Small pipes? (Hours)	3-6	3-6	3-6	3-6	3-6	3-6	3-6	3-6
Spillage clean-up? (hours)	12-15	12-15	12-15	12-15	12-15	12-15	12-15	12-15
Replacement of manhole covers? (Hours)	24	24	24	24	24	24	24	24

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Road Infrastructure Services								
Time taken to repair a single pothole on a major road? (Hours)	2 hours : Subject to availibility of resources	2 hours : Subject to availibility of resources	2 hours : Subject to availibility of resources	2 hours : Subject to availibility of resources				2 hours : Subject to availibility of resources
Time taken to repair a single pothole on a minor road? (Hours)	2 hours : Subject to availibility of resources	2 hours : Subject to availibility of resources	2 hours : Subject to availibility of resources	2 hours : Subject to availibility of resources	2,300,000	2,875,000	3,000,000	2 hours : Subject to availibility of resources
Time taken to repair a road following an open trench service crossing? (Hours)	3 hours: Subject to availibility of resources.	3 hours: Subject to availibility of resources.	3 hours: Subject to availibility of resources and procurement of materials.	3 hours: Subject to availibility of resources and procurement of materials.	Affected departments to budget for this	Affected departments to budget for this		3 hours: Subject to availibility of resources.
Time taken to repair walkways? (Hours)	1 hour to repair 2,5m2 sidewalks : Subject to availibility of resources	1 hour to repair 2,5m2 sidewalks : Subject to availibility of resources	1 hour to repair 2,5m2 sidewalks : Subject to availibility of resources	1 hour to repair 2,5m2 sidewalks : Subject to availibility of resources				1 hour to repair 2,5m2 sidewalks : Subject to availibility of resources
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	one month	one month	one month	one month	one month	one month	one month
Do you have any special rating properties? (Yes/No)	No	No	No	No	No	No	No	No
Financial Management								
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Increased	Increased	Increased	Increased	Increased	Increased	Increased	Increased
Are the financial statement outsources? (Yes/No)	No	No	No	No	No	No	No	No
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial BalaInce?	No	No	No	No	No	No	No	No
How long does it take for an Tax/Invoice to be paid from the date it has been received?								
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	annualy procurement plan as MFMA circular 63	annualy procurement plan as MFMA circular 64	annualy procurement plan as MFMA circular 66	annualy procurement plan as MFMA circular 66	annualy procurement plan as MFMA circular 66	annualy procurement plan as MFMA circular 66	annualy procurement plan as MFMA circular 66	annualy procurement plan as MFMA circular 66
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?	on going process	on going process	on going process	on going process	on going process	on going process	on going process	on going process

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Administration								
Reaction time on enquiries and requests?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Time to respond to a verbal customer enquiry or request? (working days)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Time to respond to a written customer enquiry or request? (working days)	Within 24 hours	Within 24 hours	Within 24 hours	Within 24 hours	Within 24 hours	Within 24 hours	Within 24 hours	Within 24 hours
Time to resolve a customer enquiry or request? (working days)	Average 7 w.d.	Average 7 w.d.	Average 7 w.d.	Average 7 w.d.	Average 7 w.d.	Average 7 w.d.	Average 7 w.d.	Average 7 w.d.
What percentage of calls are not answered? (5%,10% or more)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
How long does it take to respond to voice mails? (hours)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Does the municipality have control over locked enquiries? (Yes/No)	No	No	No	No	No	No	No	No
Is there a reduction in the number of complaints or not? (Yes/No)								
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day	1 day	1 day	1 day	1 day	1 day	1 day	1 day
Community safety and licensing services								
How long does it take to register a vehicle? (minutes)	56	56	56	56	56	56	56	56
How long does it take to renew a vehicle license? (minutes)	22	22	22	22	22	22	22	22
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	5 days	5 days	5 days	5 days	5 days	5 days	5 days	5 days
How long does it take to de-register a vehicle? (minutes)	56	56	56	56	56	56	56	56
How long does it take to renew a drivers license? (minutes)	60	60	60	60	60	60	60	60
What is the average reaction time of the fire service to an incident? (minutes)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Economic development								
How many economic development projects does the municipality drive?	**5**	**6**	**4**	**4**	**7**	**6**	**6**	6
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	2	3	4	4	3	3	3	3
What percentage of the projects have created sustainable job security?	40%	60%	60%	60%	50%	50%	50%	50%
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No	No	No	No	No	No	No	No
Other Service delivery and communication								
Is a information package handed to the new customer? (Yes/No)	No	No	No	No	No	No	No	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	No	No	No	No	No	No	No	No
Are customers treated in a professional and humanly manner? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes