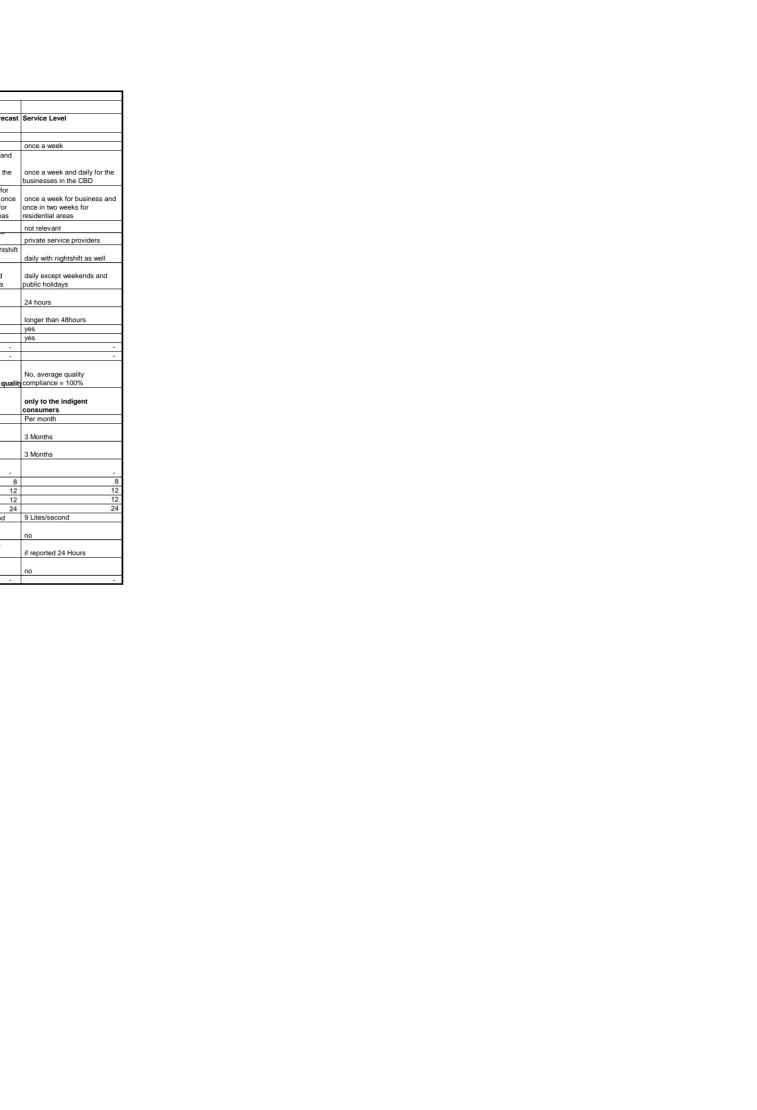
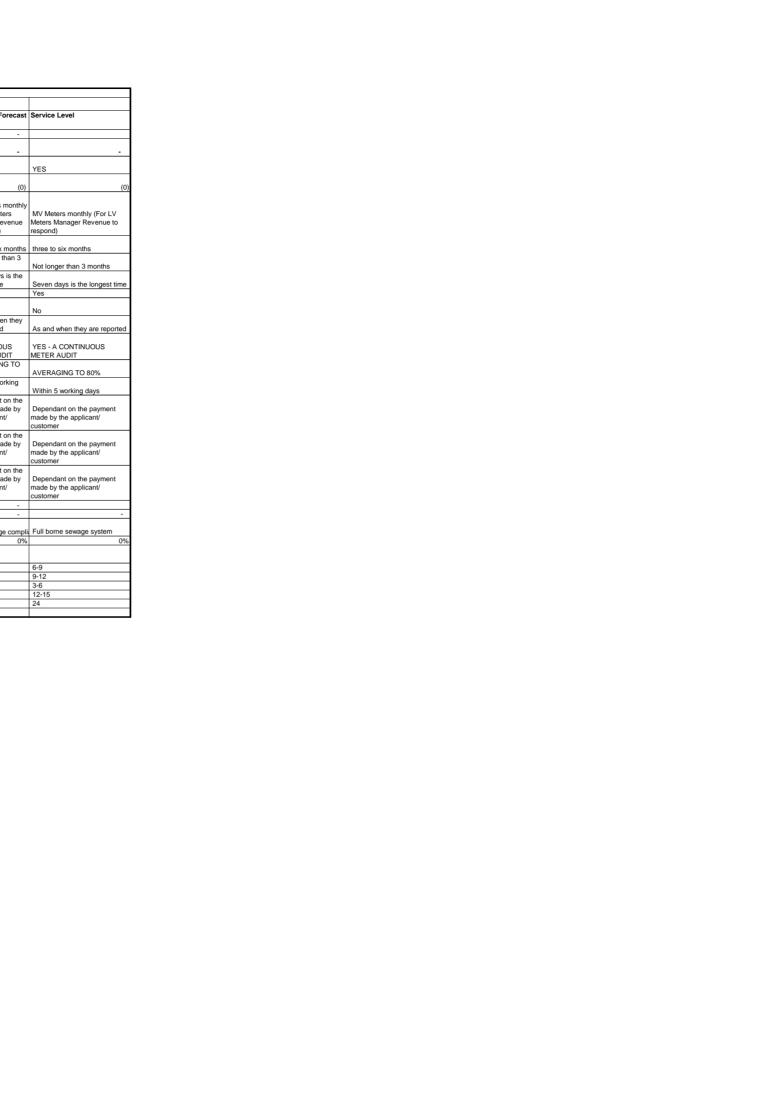
Gauteng: Mogale City (GT481) - Schedule of Service Delivery Star	ndards							
Description	2020/2021	2021/22	2022/23		Current Year 2023/24			
				Original Budget	Adjusted Budget	Full Year Forecast	Service Level	
Standard	Actual Outcome	Actual Outcome	Audited Outcome					
Solid Waste Removal								
Premise 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 and	once a week and	once a week and		
				daily for the	daily for the	daily for the		
Describe have described (Described Francisco)	once a week and daily for the	once a week and daily for the	once a week and daily for the	businesses in the	businesses in the	businesses in the	once a week and daily for	the
Premise based removal (Business Frequency)	businesses in the CBD	businesses in the CBD	businesses in the CBD	CBD	CBD	CBD	businesses in the CBD	
		once a week for business and	once a week for business and	once a week for business and once in	once a week for business and once	once a week for business and once	once a week for business	
	once a week for business and once in two weeks for	once in two weeks for	once in two weeks for	two weeks for	in two weeks for	in two weeks for	once in two weeks for	anu
Bulk Removal (Frequency)	residential areas	residential areas	residential areas	residential areas	residential areas	residential areas	residential areas	
` ' '								
Removal Bags provided(Yes/No)	not relevant	not relevant	not relevant	not relevant	not relevant	not relevant	not relevant	_
Garden refuse removal Included (Yes/No)	private service providers	private service providers	private service providers	providers	providers	providers	private service providers	
				daily with nightshift	daily with nightshift	daily with nightshift		
Street Cleaning Frequency in CBD	daily with nightshift as well	daily with nightshift as well	daily with nightshift as well	as well	as well	as well	daily with nightshift as well	
				daily except	daily except	daily except		
	daily except weekends and	daily except weekends and	daily except weekends and	weekends and public	weekends and	weekends and	daily except weekends and	t l
Street Cleaning Frequency in areas excluding CBD	public holidays	public holidays	public holidays	holidays	public holidays	public holidays	public holidays	
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	
Olerador of illerad describe (OA) and (AO) and (AO)			Lancard Albania		longer than	longer than	land and the state of the same	
Clearing of illegal dumping (24hours/48hours/longer)	longer than 48hours	longer than 48hours	longer than 48hours	longer than 48hours	48hours	48hours	longer than 48hours	
Recycling or environmentally friendly practices(Yes/No)	yes	yes	yes	yes	yes	yes	yes	
Licenced landfill site(Yes/No)	yes	yes	yes	yes	yes	yes	yes	
Water Service			-	-	-	-		-
water Service			-	-	-	-		-
	No overes suelity	No overes as avality	No overes sugitive	No average suplifie			No success suclific	
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 surelis	Na average gradit	No, average quality compliance = 100%	
water Quality fating (blue/Green/Brown/No drop)	compliance = 100%	compilance = 100 %	compliance = 100%	compnance = 100%	only to the	only to the	compliance = 100%	
	only to the indigent	only to the indigent	only to the indigent	only to the indigent	indigent	indigent	only to the indigent	
Is free water available to all? (All/only to the indigent consumers)		consumers	consumers	consumers	consumers	consumers	consumers	
Frequency of meter reading? (per month, per year)	Per month	Per month	Per month	Per month	Per month	Per month	Per month	
Are estimated consumption calculated on actual consumption over	i ei monui	i ei illollul	i ei illollul	i ei illolitti	rei illollul	rei iliolilii	i ei ilioliui	
(two month's/three month's/longer period)	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	O MONUNG	O MOTITIO	5 WOTERS	O MONITO	O IVIOLIDIO	O IVIOTICIS	O MOTUS	_
reverting back to actual readings? (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					O MIGHEIO	O INIONATIO		
of service interruption (complete the sub questions)	_	_	_	_				-
One service connection affected (number of hours)	8	8	8	8	8	8		8
Up to 5 service connection affected (number of hours)	12	12	12	12	12	12		12
Up to 20 service connection affected (number of hours)	12	12	12	12	12	12		12
Feeder pipe larger than 800mm (number of hours)	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	
Do you practice any environmental or scarce resource protection								
activities as part of your operations? (Yes/No)	no	no	no	no	no	no	no	
					if reported 24	if reported 24		
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	Hours	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	
	-	-	-	-	-	-	I	-



Gauteng: Mogale City (GT481) - Schedule of Service Delivery Stan	dards						
Description	2020/2021	2021/22	2022/23	C	urrent Year 2023/24		
Description	2020/2021	2021/22	2022/23	Original Budget	Adjusted Budget	Full Year Forecast	Service Level
Standard	Actual Outcome	Actual Outcome	Audited Outcome	Original Daaget	Aujusteu Duuget	Tun Tour Torcoust	OCIVIOC ECVCI
Electricity Service	-	-	-	-	-	-	
What is your electricity availability percentage on average per month?	100%	0%	0%	_	-	_	-
Do your municipality have a ripple control in place that is operational? (Yes/No)	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)
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)
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			
On average for how long does the municipality use estimates before	theo to ox monate	and to the months	and to dix menuic	Not longer than 3	Not longer than 3	Not longer than 3	and to dix monate
reverting back to actual readings? (months)	Not longer than 3 months	Not longer than 3 months	Not longer than 3 months	months	months	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
Are accounts normally calculated on actual readings? (Yes/no)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Do you practice any environmental or scarce resource protection							
activities as part of your operations? (Yes/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
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
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%
How soon does the municipality provide a quotation to a customer				Within 5 working	Within 5 working	Within 5 working	
upon a written request? (days)	Within 5 working days	Within 5 working days	Within 5 working days	days	days	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
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
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
Sewerage Service	-	-	-	-	-	-	
Are your purification system effective enough to put water back in to the system after purification?		No, average compliance = 45%		No, average			Full borne sewage system
To what extend do you subsidize your indigent consumers?	0%	0%	0%	0%	No, average compil	No, average compile	0%
How long does it take to restore sewerage breakages on average	6.0	6.0	6.0	0.0	6.0	6.0	6.0
Severe overflow? (hours) Sewer blocked pipes: Large pipes? (Hours)	6-9 9-12	6-9 9-12	9-12	6-9 9-12	6-9 9-12	6-9 9-12	6-9 9-12
Sewer blocked pipes: Large pipes? (Hours)	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
Replacement of manhole covers? (Hours)	24	24	24	24	24	24	24



Gauteng: Mogale City (GT481) - Schedule of Service Delivery Star			T	1			
Description	2020/2021	2021/22	2022/23	C	Surrent Year 2023/24	ı	
				Original Budget	Adjusted Budget	Full Year Forecast	Service Level
Standard	Actual Outcome	Actual Outcome	Audited Outcome				
Road Infrastructure Services							
	2 hours : Subject to availibility	2 hours : Subject to availibility	2 hours : Subject to availibility				2 hours : Subject to availibilit
Time taken to repair a single pothole on a major road? (Hours)			of resources				of resources
	2 hours : Subject to availibility	2 hours : Subject to availibility	2 hours : Subject to availibility				2 hours : Subject to availibilit
Time taken to repair a single pothole on a minor road? (Hours)		of resources	of resources	11,163,568	12,163,235	13.163.230	of resources
			3 hours: Subject to availibility	, ,	,	.,,	
Time taken to repair a road following an open trench service	3 hours: Subject to availibility	3 hours: Subject to availibility	of resources and procurement				3 hours: Subject to availibility
crossing? (Hours)			of materials.				of resources.
	1 hour to repair 2,5m2	1 hour to repair 2,5m2	1 hour to repair 2,5m2				1 hour to repair 2,5m2
Time taken to repair walkways? (Hours)			sidewalks : Subject to availibility of resources	12,208,232	14,163,232	15 162 222	sidewalks : Subject to availibi of resources
Time taken to repair waikways? (Hours)	or resources	or resources	or resources	12,200,232	14,103,232	15,165,252	oi 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
Do you have any special rating properties? (Yes/No)	No	No	No	No	No	No	No
Financial Management							
Is there any change in the situation of unauthorised and wasteful			l				
expenditure over time? (Decrease/Increase)	Increased	Increased	Increased	Increased	Increased	Increased	Increased
Are the financial statement outsources? (Yes/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
How long does it take for an Tax/Invoice to be paid from the date it							
nas been received?							
s there advance planning from SCM unit linking all departmental				annualy procurement	annualy procurement plan	annualy procurement plan	
blans quaterly and annualy including for the next two to three years	annualy procurement plan as	annualy procurement plan as	annualy procurement plan as		as MFMA circular	as MFMA circular	annualy procurement plan as
procurement plans?	MFMA circular 63	MFMA circular 64		circular 66	66	66	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

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Description	2020/2021	2021/22	2022/23	c	Surrent Year 2023/24	ŀ		
Standard	Actual Outcome	Actual Outcome	Audited Outcome	Original Budget	Adjusted Budget	Full Year Forecast	Service Level	
Administration								
Reaction time on enquiries and requests?	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	IN/A	IN/A	IN/A	IN/A	IN/A	IN/A	IN/A	
days)	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		
Time to resolve a customer enquiry or request? (working days)	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	
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	
Door the municipality have central ever looked anguistics? (Ver (Ne)	No	No	No	No	Ne	Ne	No	
Does the municipality have control over locked enquiries? (Yes/No)	INU	INU	INU	INO	No	No	INU	
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	1 day	1 day	1 day	1 day	4 400	4 40	1 day	
day/ 2 days/ a week or longer)	i day	i day	i day	i 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
How long does it take to renew a vehicle license? (minutes)	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					
How long does it take to de-register a vehicle? (minutes)	56	56	56	56	56			56
How long does it take to renew a drivers license? (minutes)	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	
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	
What is the average reaction time of the ambulance service to an					1071	1071		
incident in the rural area? (minutes)	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	8	8	8		8
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic								
growth projects?	2	3	4	6	6	6		6
What percentage of the projects have created sustainable job					·			
security?	40%	60%	60%	60%	60%	60%		50%
Does the municipality have any incentive plans in place to create an	No.	N-		N.		N.	N.	
conducive environment for economic development? (Yes/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	
Does the municipality have training or information sessions to inform								
the community? (Yes/No)	No	No	No	No	No	No	No	
Are customers treated in a professional and humanly manner?	1	1	I					
(Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

ear Forecast	Service Level
	N/A
	N/A Within 24 hours
	Average 7 w.d.
	N/A
	No
,	1 day
	. say
56 22	56 22
5 days	5 days 56
60	56 60 N/A
	N/A
	N/A
8	8
6	6
60%	50%
	No
	No
	No Yes