



LEKWA LOCAL MUNICIPALITY

DRAFT SERVICE STANDARDS AND SERVICE CHARTER

MESSAGE FROM THE EXECUTIVE MAYOR

The White Paper on Transforming Public Service Delivery is more commonly known as the Batho Pele (people first) White Paper. Service standards are given as the second core principle of eight in total. This principle states the following: *“You should be told what level and quality of public services you will receive so that you are aware of what to expect”*.

Access to high quality public services is the rightful expectation of every citizen and the municipality was created to ensure just that. Our service standards indicate the level of service that may be expected by our customers. Although the standards set by the various departments are already ambitious, our aim is to surpass these standards on a regular basis.

We realize that we may not be able to achieve these standards initially, however, it is our pledge to address deficiencies by applying all the resources required to remedy unacceptable service levels.

We are sure that the service charter and standards will provide our officials with a significant challenge. The targets were set at a high level and it will take considerable effort to reach these goals. We are equally sure that this challenge will be welcomed by our many dedicated officials, who will make it their obligation to serve our community to the best of their ability.

We trust that our communities will form a partnership with us by honouring their financial and other obligations towards the municipality. Together we will enhance and deepen quality service delivery to all the communities of Lekwa Local Municipality!

EXECUTIVE MAYOR

L B DHLAMINI

FOREWORD BY THE MUNICIPAL MANAGER

Service standards are an imperative component of service management excellence in the sense that they help clarify the expectations for clients and employees while they drive service improvement and contribute immensely to the result based management.

As the Accounting Officer of this Municipality, it is my utmost responsibility to ensure that we advocate the principles of Batho Pele (People First) in alignment with the Code of Conduct for Municipal Staff Members in terms of schedule 2 of the Municipal Systems Act No. 32 of 2000 at all times in our venture to render the unsurpassed service to our clients at all times.

As the municipality we have aligned our service standards to these Batho Pele principles as the measuring instrument of customer centeredness with the key focus of achieving the highest customer satisfaction with the services that we are rendering based on the customer satisfaction model of:

- **Reliability** – we are striving to prove to our clients that we are reliable at all times
- **Responsiveness** – we intend to respond and address their complaints within the timeline that we have set for ourselves under normal circumstances.
- **Empathy**- we must sympathize with the frustration of our community as the result of our services.
- **Assurance** - in order for our clients to have faith in us we must guarantee to give them value for money.

These Service Standards therefore serves as our commitment to a measurable level of performance that our clients can expect under normal circumstances.

L B TSHABALALA
MUNICIPAL MANAGER

1. BACKGROUND

The municipality exists in order to provide services at a fair and acceptable cost, to each one of our customers and it is thus necessary that we indicate the level of service that our customers can expect from us. This level of service shall be applied consistently throughout every street, suburb and town within the municipality.

The White Paper on the Transformation of Public Service Delivery (1997) sets out eight Batho Pele (people first) principles, which aims to transform public service delivery. This document, referred to as the Batho Pele (people first) white paper, favours the customer and places the obligation on the service provider to deliver on the basic customer requirements.

The Batho Pele principles remain central to this document, promoting service excellence in the public sector and more specifically in local government.

2. VISION, MISSION AND VALUES

2.1 Vision

The municipality's vision is: "To be the leading, people centered municipality excelling in economic growth, development and governance."

2.2 Mission

The municipality will execute its vision through the following mission:

- Transparent and accountable governance
- Accelerated customer focused affordable service delivery
- Creation of conducive environment for economic development and growth
- Sustainable infrastructural development and maintenance
- Enhanced community participation in the affairs of the municipality
- To initiate ground breaking innovations in the way we conduct our business.

2.3 Values

A customer-centric approach shapes the values of the municipality. This defines the character of the city and how leadership and employees behave and make decisions.

The municipality will be governed by the following core values:

- Excellence
- Trustworthiness
- Timeous Responsiveness
- Transparency
- Batho-Pele Principles

3. BATHO PELE (PEOPLE FIRST) PRINCIPLES

The Batho Pele Principles are the following and will apply to the services delivered by the municipality:

3.1 Consultation

The municipality will acquire formal and informal views on the provision of services and matters related to services, by means of consultation and questionnaires. At least once a year we will consult with all our

stakeholders, through public meetings, on the quantity and quality of the services provided and to be provided in the ensuing year.

3.2 Service Standards

The service standards that may be expected from each service department in the municipality are listed in this booklet. A minimum of a 1,000 copies of our Service Standards and Working Procedures will be distributed proportionately to all our stakeholders by not later than August each year. The Service Standards and Working Procedures will further be published throughout the year on our website.

3.3 Access

We are striving to provide services to all residents within the municipal boundaries and this target is actively pursued to the best of our ability. All our offices are marked and identified by the positions of their occupants. All our buildings are accessible for the physically challenged people who use wheel chairs. Frontline staff will wear nametags at all times and customers will be treated with courtesy and consideration at all times. Once in every two years we will conduct a customer opinion survey to establish if our services are helpful and provided with courtesy and consideration for the dignity of customers.

3.4 Courtesy

It is expected of our people at the first point of contact, which is the person in the front office, to resolve all complaints and faults effectively and efficiently. The following is seen as basic courteous treatment of our customers:

- ✓ received with a friendly smile;
- ✓ friendly and helpful assistance to resolve the problem right there, if possible;
- ✓ should back-office support be required, ideally this support should be made available immediately - alternatively, a firm appointment must be made;
- ✓ application forms will be "customer friendly" and simplified as far as possible, and
- ✓ the style and tone of written communication must display courtesy.

3.5 Information

Information regarding all aspects of the services we provide is available upon request and we commit to assist with all reasonable requests for information. We will at all times give full and accurate information to citizens about the municipal services they are entitled to. We will ensure that services are readily available at all times in line with our service standards and that whenever there are disruptions our customers will be informed of the reasons. We will also at all times, where possible, use the language the intended audience understands.

3.6 Openness and transparency

Openness and transparency are required in order to build confidence and trust between the municipality and the customers. Our performance targets are encapsulated in our Service Delivery and Budget Implementation Plan (SDBIP) which is transparently reviewed on an annual basis. Technical and financial performance indicators, as well as other relevant information are published on an annual basis. We will ensure that our Promotion of Access to Information Policy allows access to information particularly on the management of the institution.

3.7 Redress

We have complaints/suggestion boxes at our front desks of the main and satellite offices and a Batho Pele Committee that meets monthly to track redress on customer raised complaints/suggestions. Where services are not rendered or are not rendered according to customer's expectation - a written apology will be tendered within two working days. Verbal complaints will be responded to within two working days. An

investigation of service delivery complaints will be finalized within thirty (30) days. Progress relating to the investigation of a complaint lodged will be communicated to the customer within fourteen (14) days.

3.8 Value for money

We are constantly striving to provide a better service at a lower cost to our customers. Efficiencies have been gained and will continue to be gained. Your suggestions for an improvement in efficiency will be welcomed. Our approach will be based on the principle that organizations achieve competitive advantage by providing their customers with what they want, or need, better or more effectively than competitors and in ways which their competitors find difficult to imitate. To ensure that this advantage is achieved, we are concentrating on the following:

- ✓ what does our customer value; and
- ✓ how do we provide this valued service to our customer, inclusive of the activities that support us in providing this service in a sustainable manner.

CONTACT DETAILS

The call centre dealing with the following services is on 24 hour standby to receive your call regarding the following services:

	Service Type	Service Problems	Contact number
1.	Emergency Services	Traffic related problems, fire emergencies.	017 712 5551 (Call Centre)
2.	Electricity	Outages, street light faults, traffic lights, etc.	
3.	Water and Sewer	Water outages, leaks, sewer spills, etc.	017 712 9600 (Switchboard)
4.	Roads	Potholes, any road related complaints, storm water sinkholes.	
5.	Environment matters	Air quality, food safety, cemetery services, control of bees, rodents, noise, communicable diseases, waste management, carcass removal, illegal dumping, parks, water features, facilities, information regarding hospitals, clinics, etc.	
6.	Housing matters	Municipal rental stock	
7.	Finance matters*	Cut-off lists, outstanding bills, etc	

* Detailed account queries can only be dealt with during office hour

GENERAL SERVICE STANDARDS APPLICABLE TO ALL DEPARTMENTS:

G1	Customer complaints	
	Time to respond to a verbal customer complaint	One-stop or 2 working days
	Time to respond to a written customer complaint	2 working days
	Time to resolve a customer complaint	2 weeks

G2	Customer enquiries	
	Time to respond to a verbal customer enquiry	One-stop or 5 working days
	Time to respond to a written customer enquiry	5 working days
	Time to resolve a customer enquiry	3 weeks or stipulated in response
G3	Customer requests	
	Time to respond to a verbal customer request	One-stop or 5 working days
	Time to respond to a written customer request	5 working days
	Time to resolve a customer request	3 weeks
G4	In person	
	If we visit you at home you can expect staff to show their Lekwa Local Municipality official identity card.	
	If you visit our offices you can expect our reception staff to wear name badges and be welcoming and helpful.	

Customer Centers

The municipality is committed to delivering quality services within the resources available. When you the customer seek services, you will know what level of service to expect through specific service standards published by each department of the municipality.

You will always be treated with courtesy and can expect the following standards of customer service when interacting with us at the Customer Care Centre.

Walk-in Customers

- Appropriate signage will be displayed to ensure easy access to our facilities.
- You will be received by informed and responsive staff.
- We will identify who is serving you and who is in charge.
- We will inform you of the services available.
- Information readily available will be provided within 30 minutes.
- If the information is not available, you will be appraised of the status and when to expect the information.
- We will attend to all complaints by keeping proper records and ensuring that you receive feedback on all concerns raised with us.
- We will apologize where we have made mistakes.

Telephonic Enquires

- We will answer our telephone within 5 rings.
- If we are unavailable to take your call, you will be able to leave a message on our voice mail.
- We will respond to all voice mail within two working days.

E-Mail Correspondence

- We will acknowledge receipt of your correspondence within two working days.
- If we are unable to respond fully within two days, we will provide an estimate of time based on the complexity of the enquiry.

Your cooperation in providing full, accurate and timely information will help us provide you with quality service.

Call Taking and Dispatching Standards: Non-life Threatening Calls

Type of Call	Maximum call taking time (in minutes)	Maximum dispatching time to service provider (in minutes)	Total (in minutes)
All services	2	3	5

- NOTE: We will strive towards achieving the above standard in 90% of all calls received.

TECHNICAL SERVICES

ELECTRICITY AND ENERGY

The following standards are indicative values of what may be expected from us:

E1	Providing a quotation to a customer/developer upon written request	
	Existing infrastructure can be used	Within 10 working days*
	Network extensions required	Within 1 month*
	New network installation required	By agreement*
	Industrial and commercial customers	By agreement*
	* - provided the customer met all their obligations	
E2	Providing an electricity supply	
	Existing infrastructure can be used	Within 30 working days*
	Network extensions required – low voltage	Within 2 months*
	Network extensions required – medium voltage	Within 3 months*
	Network extensions required – high voltage	By agreement
	New network installation required	By agreement
	Industrial and commercial customers	By agreement
	* - provided the customer met all their obligations	
E3	Service activities for credit metering	
	Frequency of meter reading	Once per month
	Disconnections for non-payment	14 days after due date
	Reconnections following payment	No later than the 1 st working day after full payment of fees
	Account queries	Response within 5 working days
	Locked premises	Supply may be disconnected after 2 consecutive unsuccessful attempts to read the meter
	Meter accuracy queries	Within 15 working days
E4	Prepayment metering	
	Provision of vending points	Where practical, within 5 kilometers of each customer
	Business hours of vending points	Normal work hours Also points with 24 hour access
	Meter accuracy queries	Within 15 working days
	Disconnections for tampering	Upon detection
	Reconnections following payment	No later than the 1 st working day after full payment of fees

E5	Network faults	
	Fault reporting centres	A 24 hour telephone service to report faults
		A customer services desk to report faults during normal office hours
E6	Restoration of supply after forced interruptions	
	One service connection affected*	4 hours
	Up to 5 service connections affected*	6 hours
	Up to 20 service connections affected*	8 hours
	Medium or high voltage outage – alternate feeder available	4 hours
	Medium or high voltage outage – no alternate feeder available	12 hours
	*- <i>Not applicable between the hours of 22:00 to 06:00</i>	
E7	Notice of planned interruptions to be given*	
	Notice of planned interruptions – small areas	48 hours
	Notice of planned interruptions – large areas	48 hours
	* - <i>Where the nature of the maintenance to be effected allows planning in advance</i>	
E8	Quality of supply (NRS 048 matters*)	
	Non-compliance to defined voltage levels, voltage dips, frequency, unbalance, etc.*	Milestone dates to be communicated to the customer, once non-compliance is established.
	*- <i>NRS 048-2 refers</i> *- <i>The Lekwa Local Municipality Power Quality Management System Operational Process refers.</i>	
E9	Non-core services	
	Time taken to repair a single streetlight failure *	2 working days
	Time taken to repair a streetlight section failure *	5 working days
	Time taken to repair a high mast light failure *	5 working days
	Time taken to replace a knocked down streetlight pole *	5 working days
	Time taken to repair a condition where streetlights are on during daytime *	1 working day
	*- <i>Following a call logged regarding the light failure or knocked down pole.</i>	
E10	Large Customers	
	Our Large Customer Policy provides for increased levels of access to our large electricity customers, on the basis of their critical needs in terms of electricity supply. Details are available from the Regional Director.	
E11	Alerts in terms of cable theft	
	Time taken to respond	1 hour
E12	Alerts in terms of illegal electrical connections	
	Time taken to respond to an individual complaint	8 hours
	Time taken to respond to complaints including large areas	Unspecified *
	*- <i>Networks are secured on a continuous basis, immediate solutions are often ineffective. Safety related matters will be treated with the urgency it requires.</i>	

CUSTOMER RESPONSIBILITY

Our customers need to undertake to:

- Pay for the services received in full by the due date, as displayed on your bill;
- Report tampering and not illegally tamper with electricity networks;
- Maintain the electricity installation on your side of the electricity meter;
- Report all unlocked electricity substations and boxes to the numbers indicated;
- Ensure the electricity meter on your property is easily accessible, and
- Use electricity (and energy) wisely to help conserve this precious resource.

ROADS, STORMWATER AND CIVIL WORKS

R1	Road infrastructure related services	
	Time taken to repair a single pothole - in major road *	24 hours
	Time taken to repair a single pothole - in minor road *	5 working days
	Time taken to repair a road following an open trench service crossing*	5 working days
	Time taken to repair a curbstone inlet *	20 working days
	Time taken to provide a driveway entrance after approval of the application	10 working days
	Time taken to repair / replace kerbing *	20 working days
	Time taken to repair walkways *	10 working days
	* Following logging of a call	
R2	Road signs, Markings and Traffic Signals	
	Time taken to repair /replace a safety related regulatory road sign *	48 hours
	Time taken to repair / replace other minor road signs *	10 working days
	Time taken to repair / replace an information / directional sign *	90 days
	Time taken to repair / replace a street name board *	60 days
	Time taken to repaint road markings *	15 working days
	Time taken to repair any traffic light fault - in major road (subject to electrical supply availability) *	4 hours
	Time taken to repair any traffic light fault - in minor road (subject to electrical supply availability) *	24 hours
	* Following logging of a call	
R3	Development applications (Roads and Civil Works)	
	Approval of building plans: Residential buildings	30 calendar days
	Industrial/ Commercial buildings	60 calendar days
	Comment on rezoning, subdivisions, SDP's and similar applications	15 working days
	Comment on township applications	20 working days
	Approval of outdoor advertising applications (bill boards)	4 Months

WATER SERVICES

W1	Providing a quotation to a customer upon written request	
	Existing infrastructure can be used	Within 10 working days*
	Water / Sewer network extensions required	Within 1 month ¹
	New network installation required	By agreement ¹
	Industrial and commercial customers	By agreement ¹
	* provided the customer met all their obligations	
W2	Providing a water supply ²	
	Existing infrastructure can be used	Within 15 working days*
	Network extensions required – 110 mm	Within 2 months*
	Network extensions required – 160 mm	Within 3 months*
	Network extensions required – > 200 mm	By agreement
	New network installation required	By agreement
	Industrial and commercial customers	By agreement
	* provided the customer met all their obligations	
W3	Providing a sewer supply ²	
	Existing infrastructure can be used	Within 30 working days*
	Network extensions required – 110 mm	Within 2 months*
	Network extensions required – 160 mm	Within 3 months*
	Network extensions required – > 200 mm	By agreement
	New network installation required	By agreement
	Industrial and commercial customers	By agreement
	* provided the customer met all their obligations	
W4	Service activities for water service metering	
	Frequency of meter reading	Once per month
	Disconnections for non-payment – business and industrial	14 days after due date
	Reconnections following payment – business and industrial	No later than the 1 st working day after full payment of fees
	Account queries	Response within 5 working days
	Locked premises	Supply may be disconnected after 2 consecutive unsuccessful attempts to read the meter
	Meter accuracy queries	Within 30 working days
	Disconnections for tampering	Upon detection
	Reconnections following tamper repairs	No later than the 1 st working day after full payment of fees
	Replacement of water meter	48 hours

W5	Network faults	
	Fault reporting centres	A 24 hour telephone service to report faults A customer services desk to report faults during normal office hours
	Urgent water pipe bursts	2 hours
	Small pipe water bursts * • Minor losses • Major losses	48 hours 12 hours
	Larger pipe water bursts * • Minor losses • Major losses	24 hours 6 hours
	* Not applicable between the hours of 22:00 to 06:00, subject to the fault being reported * Subject to necessity and availability of specialized fittings etc	
W6	Restoration of supply after forced interruptions ⁵	
	One service connection affected *	4 hours
	Up to 5 service connections affected *	6 hours
	Up to 20 service connections affected *	8 hours
	Feeder pipe larger than 800 mm ⁵	12 hours
	*. Not applicable between the hours of 22:00 to 06:00	
W7	Notice of planned interruptions – small areas	
	Notice of planned interruptions to be given *	24 hours
	Notice of planned interruptions: large areas *	48 hours
	* Where the nature of the maintenance to be effected allows planning in advance	
W8	Water Quality	
	Quality of drinking water	Comply with SANS 241
	Raising of Waste Water & Pollution Charges	Monthly
	Termination of industrial Waste Water customers	Immediate
	Response to Industrial Effluent Charge queries	1 Day
	Processing of applications for Industrial Effluent Discharge Permits	7 Days
	Complaints regarding drinking water quality	2 Hours
	Complaints regarding storm – water and river water pollution	2 Hours
	Minimum water flow *	20 litres per minute at outlet
	Low pressure complaints: Business and Industrial *	6 hours
	Low pressure complaints: Residential *	24 hours
	* Following logging of a call	
W9	Sewerage Services	
	Severe overflow *	2 hours response time
	Sewer blockages: large pipes*	6 hours
	Sewer blockage: small pipes*	12 hours
	Spillage clean-up *	48 hours
	Replacement of manhole cover *	24 hours
	* Following logging of a call	

CUSTOMER RESPONSIBILITY

Our customers must undertake to:

- Pay for the services received in full by the due date, as displayed on your bill;
- Report tampering and not illegally tamper with municipal water systems;
- Maintain pipes and fittings on your side of the water meter;
- Report all water leaks and sewer blockages on the municipal side to the numbers indicated;
- Ensure the water meter on your property is easily accessible, and
- Use water wisely to help conserve this precious resource.

WASTE AND ENVIRONMENTAL SERVICES

W1	Refuse removal	
	Domestic	Once a week
	Business	1 to 5 times weekly
	Industrial	1 to 5 times weekly
	Bulk(skip bins) container services	Per agreement. Minimum once a month; maximum daily.
	Adhoc	On request, 3 days bin standing time.
W2	Litter picking	
	CBD areas	Per route schedule (minimum once daily)
	Entrance & feeder routes	Once weekly
	Industrial areas	Per schedule (minimum once weekly)
W3	Carcass removal	
	SPCA	Once weekly
	At veterinary services	Once weekly
	Adhoc service	Per request
W4	Disposal sites	
	Transfer stations	Available 7 days weekly (07:00 to 18:00, except on Christmas Day)
	Landfill sites	Available 7 days weekly (07:00 to 18:00, except on Christmas Day)
	Acceptance of de-listed waste/co-disposal/treated medical waste	Available 7 days weekly (07:00 to 18:00, except on Christmas Day)
	Clearing of illegal dumping	Per request subject to availability of funding
	Waste management advisory services	On request

W5	Parks turf grass maintenance	
	Flagship parks and civic centres	Once a week
	Developed parks	Once a week
	Undeveloped parks	Once a month
	Open spaces	Once a month
W6	Cemeteries	
	Active	Once a week
	Inactive	Once a month
	General complaints	Within 7 working days
W7	Arboriculture	
	Tree planting program	100 fruit trees per ccc per annum. 500 street trees.
	General complaints	Response within 5 – 7 working days. Emergencies within 24 hrs. Picking of branches within 7 working days. Private trees contact details will be provided
W8	Urban landscaping	
	Weeding	Once a month
	Playground equipment	Repairs within 24 hrs. Replacement of playground equipment – 5yrs.
	Water features	Repaired within 14 working days
	Decorations of mayoral office	Within 7 working days
	General decoration requests	Within 14 working days
	Development of parks	Within 3 yrs
W9	Conservation	
	Excess stock	Auction is done bi-annually
	Council animal complaints	Within 24hrs
	Maintenance of wetlands	Within 7 working days
W10	Cemeteries	
	General requests	Within 48 hrs
	Burial request: Muslims and Jews	Burial within 24 hrs
	Weekend burials	Cut-off is on Thursday @ 13:00
	Exhumations	Within 14 working days
	Cremations	Within 7 working days, subject to demand
	Location of graves	Within 5 working days
	Other enquiries	Immediately
W11	Facilities *	
	Hiring of lapas, community halls, stadiums.	Booking required 48 hrs in advance, subject to the availability
	Rental of open spaces	Within 7 days
	Usage of regional parks	Within 3 months
	Enquiries	
	* Note: Electricity supply cannot be guaranteed in view of load shedding.	
	Emergencies	24 hrs

FIRE SERVICES

Service Standards are laid down by the SANS code 10090:2003

Risk Category	Maximum call receipt & dispatching time (in minutes)	Turnout time (in minutes)	Maximum appliance travel time (in minutes)	Maximum total attendance time (in minutes)
A: Central Business districts & industrial areas of large towns (Risk of life & fire loss is expected to be high)	2	1	5	8
B: Central Business districts & industrial areas of smaller towns (Risk of life & fire loss is expected to be Moderate)	2	1	7	10
C: Residential areas of conventional construction	2	1	10	13
D: Rural areas with limited buildings	2	1	20	23
E: Special risks e.g. Large shopping centres, informal settlements, Hospitals, Prisons, Airports, Petrochemical Plants	Within the requirement of the appropriate risk category above			

LICENSING SERVICES

L1	Providing registration and Licensing services	
	Registration of vehicles	45 minutes
	Renewal of vehicle licenses	30 minutes
	Duplicate registration certificate	30 days
	Deregistration of vehicles	30 minutes
	Status change – errors eg. Chassis/engine number	21 days
	Tare changes	21 days
L2	Providing special services	
	Bulk registration	24 hours
	Speed services – drive through	15 minutes
L3	Payment Methods	
	Cheque	
	Cash	
L4	Restoration of system E-NaTIS	
	One station affected	1 – 2 days
	Three stations or more	Less than a week
L5	Notice of planned interruptions	
	Work done to improve capacity of system	2 days
	Maintenance /repairs	2 days

L6	Quality of Services	
	Partnership with Mpumalanga Province through supplier TASIMA	<p>Ensure the functionality and availability of the NaTIS at all Registering and Testing Authorities in the knowledge that the operational environment of the Registering and Testing Authority is dependent on the efficient operation of the NaTIS, and will therefore;</p> <p>Supply, install and commission the required computer equipment needed to access and use the NaTIS in municipality;</p> <p>Maintain, repair and replace the said computer equipment;</p> <p>Keep the responsibility for the installation, moving and configuration of all computer equipment on the premises of the Council;</p>
	Complaints from clients	Continuous reduction of number of complaints
L7	Non-core services	
	Public awareness campaign	Annually
	Open days	Annually
L8	Providing a testing service for motor vehicles and drivers	
	Testing of learner's licenses	1 hour
	Testing of driver's licenses	45 minutes
	Issuing of learner's licenses	15 minutes
	Issuing of temporary driver's licenses	10 minutes
	Manufacturing of card type driver's licenses	6 weeks
	Renewal of card type driver's licenses	15 minutes
	Application of professional driving permit (PrDP)	20 minutes
	Testing of motor vehicles for roadworthiness	30 minutes
	Issuing of a roadworthy certificate	10 minutes
	Issuing of instructor certificate	15 minutes
L9	Satellite Renewal Centre	
	Renewal of Card Type driver's license	20 minutes

FINANCE

F1	Query functions	
	Time spent in queue	20 minutes
	Time taken to provide a duplicate statement	2 minutes
	Time taken to provide reading and financial details on electricity and water consumption	10 minutes
	Time taken to provide details on a water leak	15 minutes
	Time taken to resolve a misallocation of a payment	15 minutes
	Time taken to open a new municipal services account – existing services	20 minutes
	Time taken to open a new municipal services account – first time account	20 minutes
F2	Cashier functions	
	General condition of payment facilities	Clean and well maintained
	Time spent in queue	10 minutes
	Processing of payment	4 minutes
	Prepayment meter vending point access – at paypoints	At every cashier point
	Prepayment meter vending point access – in Lekwa Local Municipality	Private vendors, within 5 km from residence
	Time taken to complete prepayment transaction	1 minute
F3	Deposits	
	Existing connection	20 minutes
	Vacant stand	30 minutes
	Final – move out	15 minutes
F4	Clearance Certificates	
	Issue clearance figures	10 working days
	Issue clearance certificates	3 working days
	Issue of valuation certificates	10 minutes
	Assessment rates queries	10 minutes
F5	Credit Control Functions	
	Concluding of an agreement to pay off arrears	20 minutes
	Disconnections for non-payment	14 days after due date
	Reconnections following payment	From 3 hours to no later than the 1 st working day after full payment of fees
F6	Creditor Payments	
	Time taken to register a new supplier	5 working days
	Time taken to produce an official order	5 working days
	Time taken to pay a supplier electronically	12 working days
	Time taken to pay a supplier - cheques	6 working days
	Mailing of remittances in respect of electronic	4 working days
	Mailing of remittances in respect of Special Payments Electronic	Same day
	Mailing of remittances in respect of cheques	2 days
	Preparation of creditor statement on request	5 working days
	Contract certificate payments: 1 st audit	2 working days
	Verification and signature	2 working days
	Final signature	2 working days
	Capturing and payment	2 working days
	ELE's specials if accurate and correct documentation is	

	received by 10:00	
	Department on correctness and delivery time of documents and processes to be done by department between 1 st audit and verification	
F7	Tender	
	Time taken to issue appointment letters to successful bidders after a resolution has been taken by the Tender & Procurement Committee*	4 working days
	Time taken to award a bid after the closing date of the bid*	45 working days
	Time taken to respond to enquiries/complaints by suppliers and service providers*	14 working days
F8	Procurement functions	
	Time taken to obtain quotes below R30 000	2 working days
	Time taken to advertise a quote above R30 000	9 calendar days
	Time taken to evaluate quotes after close	4 working days
	Time taken to generate "emergency purchase orders"	1 working days
	Time taken to pay smme's	14 working days
	Time taken to register bidders after close of quotes	1.5 working days
F9	Budget Office	
	Processing of budget re-allocation requests	2 days
	Submission of items to Budget Assessment Team	Items received up to 5 days before meeting to be placed on agenda
	Processing of costing timesheets	All timesheets received prior to calendar month-end processed before releasing monthly results
	Render financial comments – unless further interaction is required with the department	5 days*
	Submission of monthly financial results	10 th working day of each month

LOCAL ECONOMIC DEVELOPMENT

L1	Appointments and payments	
	Time taken to obtain quotes below R30 000, 00	Three (3) days
	Time taken to advertise a quote above R30 000, 00	Nine (9) calendar days
	Time taken to evaluate quotes after close	Five (5) working days
	Time taken to generate an "Emergency purchase order"	Two (2) working days
	Time taken to pay SMMEs in conjunction with Finance	14 working days
	Time taken to register bidders after close of quotes	1.5 working days
	Time taken for normal payments	30 working days
L2	Funding applications	
	Receive and investigate viability of the project	10 days
	Inform the applicant on the next steps	3 days
	Present to potential funders	30 Days
1.3	Policies plans and strategies	
	Develop, implement and review strategies	Annually
1.4	Stakeholder participation	
	Convene Executive Mayoral Breakfasts	Quarterly
	Convene Local Tourism sessions	Quarterly

INTEGRATED DEVELOPMENT PLAN (IDP)

IDP1	Provision of facilities	
	Community participation and input to IDP	July to November and on-going
	Departmental reviews of IDP	August to January
	Tabling the draft reviewed IDP to Mayoral Committee and Council	End of March
	Publish draft reviewed IDP for comments	Within 21 days of approval
	Public participation on draft IDP	April
	Submit final reviewed IDP to Council	May
	Approval IDP, Budget and PMS process plan	10 months before the beginning of financial year
	IDP Technical steering committees	Monthly
	IDP representative forums	Quarterly

PERFORMANCE MANAGEMENT SYSTEM

PMS1	Performance MAM system	
	Development of PMS framework policy	July
	Monthly performance report to Municipal manager	Monthly
	Quarterly assessments of Executive Managers	Quarterly
	Submission of assessment results to council	Quarterly
	Midterm review reports	January
	Annual performance report	31 August
	Risk	
	Development of risk register	End of June
	Assessment of risk implementation	Quarterly

SPORT, RECREATION, ARTS AND CULTURE (SRAC)

S1	Provision of facilities	Hours Available
	Libraries	Six (6) days a week
	Stadiums	Seven (7) days a week
	Swimming Pools	Seven (7) days a week
	Community Halls and Recreation/Youth Centres	Seven (7) days a week
	Internet Kiosks within libraries	Six (6) days a week
	Theatres	Seven (7) days a week
	Informal Soccer fields	Seven (7) days a week
S2	Provision of Programmes	Standard
	Arts and Sport development	Daily
	Recreation – holiday programmes	Holidays
	Craft Education	Daily
	Literacy and Reading	Daily
S4	Maintenance of Facilities	Standard
	Cleaning	Daily
	Grass cutting (Sport, Recreation, Arts and Culture Facilities)	Twice per week (in rainy season)
	Repairs to structural defects	Per the maintenance plan
	Conservation of Heritage Sites	Per conservation plan

PLANNING AND DEVELOPMENT

HUMAN SETTLEMENTS

HS1	Housing allocation	
	Identification and pre- screening of potential beneficiaries for human settlement projects.	Within 24 hours
	Approval of application forms for human settlement projects.	Within 30 working days
	Application/ request for housing subsidies/ instruments and emergency subsidies from the Provincial Department of Human Settlements.	As per Human Settlement Department fiscal period.
	Prevention and reporting of illegal and unlawful occupation of land.	within 48 hours.
	Planning, administration and conversion/ upgrading of municipal owned hostels into family units for rental stock purposes.	As per Human Settlement Department calendar year.
	Human settlement project identification and implementation.	Once per year
	Facilitation and implementation of human settlement special projects (eg. SLP/ Premier's and Mayor's Legacy projects).	Once per year
	Allocation of fully- serviced stands to potential applicants/ beneficiaries.	Within 7 working days, depending on availability of stands
	Attendance of complaints from clients/ members of the public.	Within 72 hours
	Conducting of housing consumer education to potential beneficiaries.	Once per quarter
	Facilitation of change of stands/ sites occupancy.	Within 7 working days
	Issuing of Title Deeds to potential stand owners/ beneficiaries.	Within 7 working days after receipt from Department of Human settlement.

TOWN PLANNING AND BILDING CONTROL

P1	Township Establishment	
	Township establishment	Three (3) months
	Appeal by owner or objector (MEC decision)	12 months
	If objection, Tribunal approve. Final layout from owner	Six (6) weeks
	General Plan for approval to Surveyor General	Six (6) weeks
	Compliance with pre-proclamation conditions. Section 101 certificate issued	Eight (8) weeks
	Removal of title conditions and opening of township register by owner	Three (3) months
	Service agreement and Section 82 certificate	Five (5) weeks
	Finalize Section 125 Scheme	Three (3) weeks
	Council places proclamation notices	Five (5) weeks
P2	Rezoning	
	Acknowledgement of receipt	Four (4) days
	External circulation	60 days
	Internal circulation	Four (4) weeks
	Advertisement time for objections	28 days
	Without objections provide comments to applicant to accept draft conditions	Six (6) weeks

	Without objections and comply with policy: Decision	Six (6) weeks
	Without objection and against or no policy: Decision	Seven (7) weeks
	If objections received, objections to applicant for comments	Six (6) weeks
	If objection report to Tribunal	Three (3) months
	Appeal by owner or objector (MEC decision)	12 months
	If objection, Tribunal approve. Owner accepts conditions	Six (6) weeks
	Applicant accepts amended conditions if applicable	Four (4) weeks
	Council compiles Map 3 documents	Six (6) weeks
	Council places promulgation notices	Six (6) weeks
	Owner notified to pay contributions prior to transfer	Four (4) weeks
	Enquiry for zoning certificate	
	Receive enquiry for zoning certificates by letter and fax and record	Two days
	Investigate zoning and condition if any	Two days
	Issue zoning certificate and file copy	1 day
	Enquiry of town planning scheme	
	Receive scheme enquiry (by letter of fax) and record	
	Respond on inquiry (by letter of fax)	
	Complaints received	
	Investigate and determine type of transgression	
P3	Removal of Restrictions	
	Acknowledgement of receipt	Four (4) days
	Internal circulation	Four (4) weeks
	Advertisement registered letters to neighbours	28 days
	Without objections provide comments to applicant to accept draft conditions of approval	Six (6) weeks
	Without objections and comply with policy: Decision	Five (5) weeks
	Without objection and against or no policy: Decision	Seven (7) weeks
	If objections received, objections to applicant for comments	Six (6) weeks
	If objection report to Tribunal	Three (3) months
	Appeal by owner or objector (MEC decision)	12 months
	Applicant/ objector notified of decision including reasons	Six (6) weeks
P4	Removal of restrictions	
	Council places gazette notice Six (6) weeks	Council places gazette notice Six (6) weeks
	Title deed holder notified to forward title deed to Registrar of Deeds Four (4) weeks	Title deed holder notified to forward title deed to Registrar of Deeds Four (4) weeks
P5	Consent use application	
	Acknowledgement of receipt	Four (4) days
	Internal circulation	Four (4) weeks
	Advertisement registered letters to neighbours	28 days
	Without objections provide comments to applicant to accept draft conditions of approval	Six (6) weeks
	Without objections and comply with policy: Decision	Five (5) weeks
	Without objection and against or no policy: Decision	Seven (7) weeks
	If objections received, objections to applicant for comments	Six (6) weeks
	If objection report to Tribunal	Three (3) months
	Appeal by owner or objector (MEC decision)	12 months
	Applicant/objector notified of decision including reasons	Six (6) weeks
	Applicant accepts conditions	Six (6) weeks

	Owner notified to pay external service contributions	Four (4) weeks
	Issuing of zoning certificates	One (1) day
	Handling of contraventions	Three (3) months
	Acknowledgement of receipt	Four (4) days
	Handling of queries (depending on type of query)	One (1) week
P6	Building control research design and contact management	
	Stand sizes (computer printout)	5 days
	Application for approval of building plans: res1 or notify owner	30 days
	Res 2 and 3 of notify the owner	60 days
	Hiring of side walk (rent of road)	1 day
	Circulate plans to different departments	14 days
	Inspections	1 day
	Builder's deposits-registration occupancy certificate	10 days
	New plans to be captured on MUNOR	2 days
	Area certificate	5 days
	Application to register as a competent person	5 days
	Enquiry on building and stand information – stand sizes (computer printout)	5 days
	Drawings of building proposals	10 days (pending on schedule at time of request, availability of information and complexity)

COMMUNICATION, MARKETING AND CRM

M1	Media Liaison	
	Respond to media enquiries from the local media.	Within 48 hours
	When a request for information is transferred to another office or department, that office or department should respond within 40 hours in order for the media section to respond within 48 hours.	Within 40 hours
	Respond to media enquiries from the national media.	Within 24 hours
	If request for information is transferred to another office or department, that office or department should respond within 20 hours in order for the media section to respond within 24 hours	Within 20 hours
	Monitor media tendencies related to the municipality	Daily
	Develop and disseminate media statements on services challenges and success stories	20 media releases per month
	Host the media at Council meetings	Quarterly
	Inform stakeholders on interruptions of critical services due to planned maintenance, e.g. power outages	14 days prior
	Identify interviewing opportunities	Continuous
	Media training of politicians and officials	Once off
	Request to arrange a media conference	Within 72 hours
M2	Electronic Publications	
	Publish By-Laws and tariffs on the website	Continuous
	Publish Public Private Partnerships on the website	Continuous
	Publish Service Level Agreements on the website	Continuous
	Publish awarding of bids on the website	Continuous

	Advertise bids on the website	Continuous
	Publish banking services on the website	Continuous
	Publish top structure remuneration packages and performance agreements	Continuous
	Publish the Municipal Properties Rates Act	Continuous
	Publish the Integrated Development Plan and multi-year budget on the website	Continuous
	Publish the Service Delivery Budget Implementation Plan on the website	Continuous
	Publish financial statements on the website	Continuous
	Publish the promotion of access of Information Act and manual on the website in multiple languages	Continuous
	Publish the full-term report on the website	Every five years, then continuous
	Publish the mid-term report on the website	Every two and a half years, then continuous
	Publish the annual report on the website	Annually, then continuous
	Confirm receipt of enquiries through the website	Immediately
	Respond to enquiries received through the website (how situation will be handled and by who)	48 hours
	Send website enquiry through to responsible department/person	24 hours
M3	Print Publications	
	Publish and distribute an external newsletter for external stakeholders	Monthly (with services accounts)
	Publish and distribute an internal newsletter for staff	Bi-monthly
	Publish and distribute an annual report	Annually
	Publish and distribute a midterm report	Every two and a half years
	Publish and distribute a full term report	Every five years
	Publish and distribute the State of the Municipality Address	Annually
	Publish and distribute the Budget Speech	Annually
	Publish and distribute a poster for a project for departments	10 days
	Produce an invitation, programme and name tag for an event	10 days
	Produce a single page pamphlet for a department	10 days
	Produce an information booklet for a department, ie HR Booklet, Consumer Guide	Two (2) months
	Produce an information brochure for a department	Three (3) weeks
M4	Events Management	
	Book a venue for a Lekwa Local Municipality event	Within three (3) days
	Compile a programme for a Lekwa Local Municipality event	Within three (3) days
	Compile a guest list for a Lekwa Local Municipality event	Within three (3) days
	Send out an invitation for a Lekwa Local Municipality event	Two weeks prior to event
	Obtain promotional items for a Lekwa Local Municipality event	Two (2) months
	Coordinate logistics for an event	Three (3) weeks
	Arrange catering for an event	Five (5) days
	Obtain sponsorships (ie Mayoral Golf Day and Soccer ball Challenge)	Four (4) months
	Organize high quality events in line with the approved events policy and checklist as stipulated in the policy	Continuous

	To have the correct protocol in place at all functions / events	At all events
	Develop a sound itinerary for high profile guests (individuals or groups)	When required
	Plan and maintain a diary of events of the Special Projects section	Continuous
	Book a venue for a Lekwa Local Municipality event	Within three (3) days
	Compile a programme for a Lekwa Local Municipality event	Within three (3) days
M5	Advertising	
	Compile and update Advertising Strategy	Plan Annually
	Arrange exhibitions locally and nationally	At least four (4) per year
	Advertisements in print publications	As per advertising strategy
M6	Advertising	
	Arrange electronic advertisements (radio)	As per advertising strategy
	Arrange billboard advertisements	As per advertising strategy
	Ensure that all stakeholders understand the Lekwa Local Municipality brand offering and rally support around the brand	Continuous
	Promote Lekwa Local Municipality with local and international markets to attract investment to the region	Continuous
M7	Marketing	
	Improve the consumer's experience of the service they receive from Lekwa Local Municipality	Four (4) campaigns per year
	Offering marketing support to Lekwa Local Municipality Departments	As and when required
	Conceptualizing, designing and promoting Lekwa Local Municipality projects	As and when required
	Promoting the Lekwa Local Municipality region for 2013	For the next two years
M8	External Communication	
	Draft and update Corporate External Communication Strategy	Draft -every five (5) years update - continuous
	Implement strategy	Continuous
	Draft Departmental Project Communication strategies	As and when required
	Implement Departmental Communication Strategies	As per strategy
M9	Internal Communication	
	Draft Corporate internal Communication	Strategy Draft – every five (5) years Update – continuous
	Implement strategy	Continuous
	Draft Departmental Project internal Communication strategies	As and when required
	Implement Departmental internal Communication Strategies	As per strategy
	Give communication support to internal functions of the Council such as Employee Excellence Awards, Office Professionals Conference etc.	As and when required
	Raise awareness of Council processes and projects through the Weekly Bulletin	Weekly
	Assist departments in the publishing of internal publications such as the HR booklet and Staff Induction Pack	As and when required

CORPORATE SERVICES

C1	Promulgating a Council passed or amended Bylaw	
	Requesting payment for the inspection notice in the Mpumalanga Provincial Gazette	Within five (5) working days after receiving the Council minutes
	Placing order with the Mpumalanga Provincial Gazette	10 days prior to date of publication or alternatively 10 days after verification of transfer of payment to the government printer
	Placing of notice in the relevant newspaper which date coincide with the date advertised in the Mpumalanga Provincial Gazette	Four (4) days before publication date
	Copies of the report, minutes and notice to the Legal and Administrative Services Managers at Customer Care Centres	Seven (7) days prior to publication date
	Inspection period	30 days from publication date.
	Requesting payment for the final notice in the Mpumalanga Provincial Gazette	Within five (5) working days after the end of the 30 days inspection period
	Placing Order with the Mpumalanga Provincial Gazette	10 days prior to date of publication or alternatively 10 days after verification of transfer of payment to the government printer
	Publication on website, intranet and e-mail to all institutions and departmental bylaws	On the day of publication in the Mpumalanga Provincial Gazette
C2	Promulgating a Council approved or amended tariff	
	Placing of notice in the relevant newspaper which date coincide with the date advertised in the Mpumalanga Provincial Gazette	Four (4) days before publication date after receiving the Council Minutes
	Copies of the report, minutes and notice to the Legal and Administrative Services Managers at Customer Care Centres	Four (4) days prior to publication date.
	Inspection period	30 days from publication date.
	Requesting payment for the final notice in the Mpumalanga Provincial Gazette	Within five (5) working days after the end of the 30 days inspection period
	Placing order with the Mpumalanga Provincial Gazette	10 days prior to date of publication or alternatively 10 days after verification of transfer of payment to the government printer
	Publication on Lekwa Local Municipality website, intranet and e-mail to all institutions and departments the approved tariffs	At least 10 days prior to effective date