



**SCHEDULE OF SERVICES STANDARDS**

**c. Values**

- Integrity
- Transparency
- Excellence
- Equity
- Trust
- Honesty
- Respect
- Fairness
- Partnership
- Accountability

### 3. Municipal wide objectives

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1. Municipal Transformation & Institutional Development:

*To ensure that institutional structures and plans are properly resourced to respond to transformational objectives.*

2. Basic Services and infrastructure development:

*To improve provision and development of reliable & affordable municipal services.*

3. Local Economic Development:

*To unlock economic potential by creating a suitable environment for investment to facilitate economic growth.*

4. Financial Viability:

*To ensure sound financial management and self-sustainable organization.*

5. Good Governance and Public Participation:

*To ensure that institutional arrangements are transparent, efficient and effective to ensure that good governance & public participation is sustained and enhances transparency and accountability.*

6. Spatial Rationale:

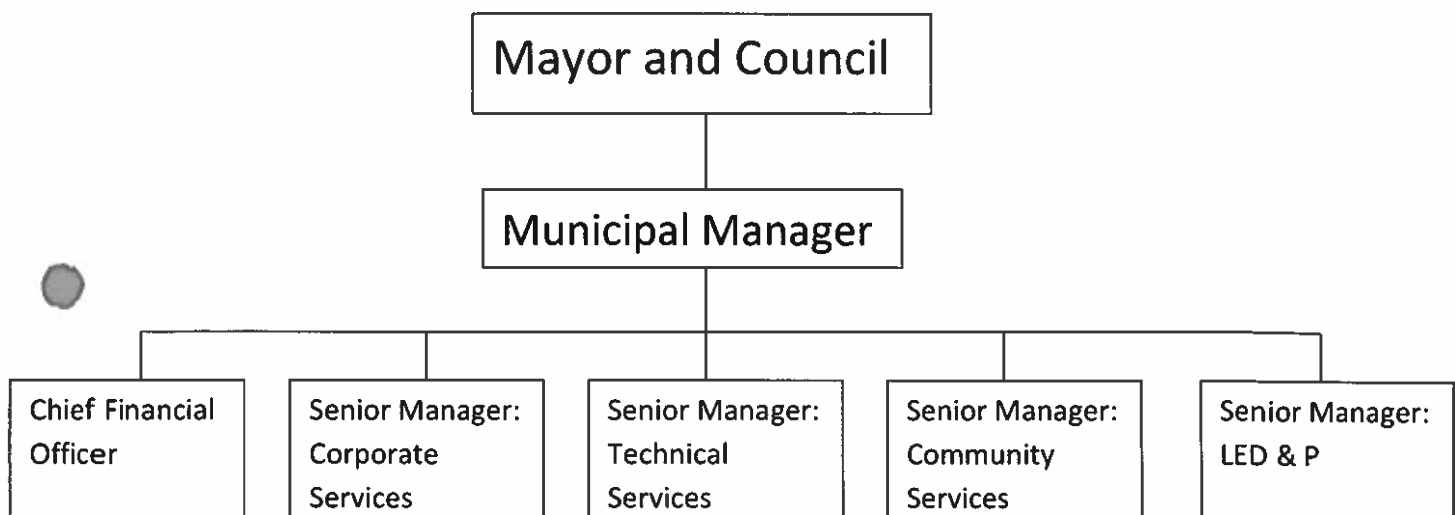
*To promote orderly development by implementing integrated development planning and spatial rationale principles.*

## Service Standards for Molemole Local Municipality

Department	Main functions of the department
Technical Services	Road maintenance, Water and Sanitation, Provision of electricity
Community Services	Traffic and Law enforcement, Environmental Management, Refuse removal
Local Economic Development & Planning	Town Planning and building inspection, Spatial development and Land Use Management, Community Entrepreneurship programmes

## 6. Organizational Structure of MOLEMOLE LOCAL MUNICIPALITY

The organizational structure of the Municipality described herein below reflects the various functions performed by Molemole Local Municipality:



## **Service Standards for Molemole Local Municipality**

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- ✦ The right to exercise its statutory powers in delivering services;
- ✦ An obligation to keep abreast of best practices through human resource training and development programmes as well as employing the best financial management, leadership and ICT systems;
- ✦ An obligation to explain reasons for non-delivery or late delivery of municipal service(s); and
- ✦ Consistently finding ways to improve the quality of service provided to our communities.

### Service Standards for Molemole Local Municipality

Standard	Service Level
Up to 20 service connection affected (number of hours)	12 Hours
Feeder pipe larger than 800mm (number of hours)	12 Hours
What is the average minimum water flow in your municipality?	N/A
Do you practice any environmental or scarce resource protection activities as part of your Operations? (Yes/No)	No
How long does it take to replace faulty water meters? (days)	1 Day
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No
<b>Electricity Service</b>	
What is your electricity availability percentage on average per month?	100%
Do your municipality have a ripple control in place that is operational? (Yes/No)	No
How much do you estimate is the cost saving in utilizing the ripple control system?	N/A
What is the frequency of meters being read? (per month, per year)	Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	N/A
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Immediately
Are accounts normally calculated on actual readings? (Yes/no)	N/A
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty meters? (days)	1 day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	1 day

## Service Standards for Molemole Local Municipality

Standard	Service Level
<b>Property valuations</b>	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	One month
Do you have any special rating properties? (Yes/No)	No
<b>Financial Management</b>	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
Are the financial statement outsourced? (Yes/No)	Yes
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes
How long does it take for a Tax/Invoice to be paid from the date it has been received?	30 days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Yes
<b>Administration</b>	
Reaction time on enquiries and requests?	1 hour
Time to respond to a verbal customer enquiry or request? (working days)	1 day
Time to respond to a written customer enquiry or request? (working days)	3 days
Time to resolve a customer enquiry or request? (working days)	1 to 3 days
What percentage of calls are not answered? (5%,10% or more)	0%
How long does it take to respond to voice mails? (hours)	1 hour
Does the municipality have control over locked enquiries? (Yes/No)	yes
Is there a reduction in the number of complaints or not? (Yes/No)	yes
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
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?	only when there is a need

## 8. Policy Evaluation and Review

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- a. The service standards shall be reviewed once every year by Corporate Services Department, through Administration section.
- b. All municipal staff is encouraged to report any difficulties they experience during implementation to the Manager: Administration.

Version	Date Approved	Details
01	28 APRIL 2016	First approval
02	30 MAY 2017	1 <sup>st</sup> Amendment
03	28 May 2018	2 <sup>nd</sup> Amendment
04	29 May 2019	3 <sup>rd</sup> Amendment
05	26 June 2020	4 <sup>th</sup> Amendment
06	28 May 2021	5 <sup>th</sup> Amendment
07	27 May 2022	6 <sup>th</sup> Amendment

## 9. Approval of the policy

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- a) Date of Approval by Council

- b) Signed on Behalf of the Council

  
**Hon. Mayor: Cllr M.E Paya**