

**1. FINAL SERVICE DELIVERY STANDARDS REPORT 2023/2024 /
DIENSLEWERINGSSTANDAARDE VERSLAG 2023/20234/ INGXELO
YOKUGQIBELA YOMGANGATHO WONIKEZELO LWENKONZO 2023/2024**

(6/18/7)

13 April 2023

REPORT FROM THE ACCOUNTING OFFICER: (M STRATU)

2 PURPOSE

The purpose of this report is to table the final service delivery standards 2023-24 for Garden Route District Municipality.

3. DELEGATED AUTHORITY

Council

4. EXECUTIVE SUMMARY

The Service Delivery Standards of Garden Route District Municipality are herewith tabled for approval by the Council. The standards strive to always delivery quality service to the public.

5. RECOMMENDATIONS

That the contents of the report regarding the service delivery standards be approved.

AANBEVELINGS

Dat die inhoud van die verslag rakende die diensleweringstandaarde goedgekeur word.

ISINDULULO

(WILL BE INCLUDED BY THE TRANSLATOR)

6. DISCUSSION / CONTENTS

6.1. Background

In responding to the challenges presented by the legacy of the past and having to rise to the legitimate demands of citizens to be treated as customers as opposed to the mere users of public services, government has passed a body of enabling legislation, known as the Regulatory Framework (Public Service Management Framework).

Public Service exists to serve the needs of the people. All citizens have the right to expect high quality public services which meet their needs. It serves to transform attitudes and culture of the public service from a “can’t do” rules bound mind set to a “can and will do” from “knowing” to “doing”.

The municipality's final service delivery standards is a statement of commitment that we make towards service delivery and it is derived from the various legislations.

6.2 Discussion

The municipality's final service delivery standards is a statement of commitment that we make towards service delivery and it is derived from the various legislations.

The Service Delivery Standards of Garden Route District Municipality are herewith tabled for approval by the Council. The standards strive to always delivery quality service to the public.

6.3 Financial Implications

As contained in the attached report.

6.4 Legal Implications

None, the following legislation applies:

- The South African Constitution, Act No, 108 of 1996
- The Promotion of Administrative Justice Act, No. 3 of 2000
- The Promotion of Access to Information Act, No. 2 of 2000
- The Public Service Act, No. 103 of 1994
- The Public Service Regulation of 2001
- The Municipal Systems Act
- The Batho Pele Handbook

6.5 Staff Implications

None

6.6 Previous / Relevant Council Resolutions:

There are no previous or relevant Council resolutions related to this matter.

6.7 Risk Implications

There are no foreseen risks associated with the proposed decision for Council to not implement the Directions.

6.8 Comments from Executive Management:

6.8.1 Executive Manager: Roads and Transport Planning Services

6.8.2 Executive Manager: Economic Development and Planning

6.8.3 Executive Manager: Community Services

6.8.4 Executive Manager: Corporate Services

6.8.5 Executive Manager: Financial Services

6.8.6 Manager: Legal Services

Western Cape: Garden Route District Municipality(DC4) - Draft Schedule of Service Delivery Standards	
Description	Service Level
Standard	
Solid Waste Removal	
Premise based removal (Residential Frequency) Premise based removal (Business Frequency) Bulk Removal (Frequency) Removal Bags provided(Yes/No) Garden refuse removal Included (Yes/No) Street Cleaning Frequency in CBD Street Cleaning Frequency in areas excluding CBD How soon are public areas cleaned after events (24hours/48hours/longer) Clearing of illegal dumping (24hours/48hours/longer) Recycling or environmentally friendly practices(Yes/No) Licenced landfill site(Yes/No)	This function resides with B - Municipalities. Refuse are being removed at least once a week. The Garden Route District Municipality is mainly responsible for bulk services delivery. To this extent, the municipality is steadily moving towards the construction phase of a regional landfill site. Construction of this site will begin during May 2023.
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop) Is free water available to all? (All/only to the indigent consumers) Frequency of meter reading? (per month, per year) Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period) On average for how long does the municipality use estimates before reverting back to actual readings? (months) <i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i> One service connection affected (number of hours) Up to 5 service connection affected (number of hours) Up to 20 service connection affected (number of hours) Feeder pipe larger than 800mm (number of hours) What is the average minimum water flow in your municipality? Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) How long does it take to replace faulty water meters? (days) Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	As part Council's vision, the Garden Route District Municipality identified the registration of the municipality as a Water Services Authority as a key priority for the medium term.
Electricity Service	
What is your electricity availability percentage on average	This function resides mainly with B-municipalities. Garden Route DM is responsible for the delivery of

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Description	Service Level
<p>per month?</p> <p>Do your municipality have a ripple control in place that is operational? (Yes/No)</p> <p>How much do you estimate is the cost saving in utilizing the ripple control system?</p> <p>What is the frequency of meters being read? (per month, per year)</p> <p>Are estimated consumption calculated at consumption over (two month's/three month's/longer period)</p> <p>On average for how long does the municipality use estimates before reverting back to actual readings? (months)</p> <p>Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)</p> <p>Are accounts normally calculated on actual readings? (Yes/no)</p> <p>Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)</p> <p>How long does it take to replace faulty meters? (days)</p> <p>Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)</p> <p>How effective is the action plan in curbing line losses? (Good/Bad)</p> <p>How soon does the municipality provide a quotation to a customer upon a written request? (days)</p> <p>How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)</p> <p>How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)</p> <p>How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)</p>	<p>services on a bulk scale. The municipality will explore various energy generating solutions in the next five years.</p>
Sewerage Service	
<p>Are your purification system effective enough to put water back in to the system after purification?</p> <p>To what extend do you subsidize your indigent consumers?</p> <p>How long does it take to restore sewerage breakages on average</p> <p>Severe overflow? (hours)</p> <p>Sewer blocked pipes: Large pipes? (Hours)</p> <p>Sewer blocked pipes: Small pipes? (Hours)</p> <p>Spillage clean-up? (hours)</p> <p>Replacement of manhole covers? (Hours)</p>	<p>This function resides mainly with B-municipalities. Garden Route DM is responsible for the delivery of services on a bulk scale.</p>

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Road Infrastructure Services	This function resides with B-municipalities, Garden Route DM perform the roads function as an agent on behalf of Department of Public Transport and Works.
Time taken to repair a single pothole on a major road? (Hours)	
Time taken to repair a single pothole on a minor road? (Hours)	
Time taken to repair a road following an open trench service crossing? (Hours)	
Time taken to repair walkways? (Hours)	
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	This function resides with B-municipalities.
Do you have any special rating properties? (Yes/No)	
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
Are the financial statement outsources? (Yes/No)	Partially. Reduction Plan for Use of Consultants are in place. Have seen significant reduction since 2017/18.
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes.
How long does it take for an Tax/Invoice to be paid from the date it has been received?	14-30 days once received by creditor section and all supporting documentation has been provided to the creditor section
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, every HOD must submit the procurement plans for the operating and capital projects before the start of the new financial year to SCM
Administration	
Reaction time on enquiries and requests?	2 working days
Time to respond to a verbal customer enquiry or request? (working days)	2 working days
Time to respond to a written customer enquiry or request? (working days)	20 working days
Time to resolve a customer enquiry or request? (working days)	20 working days
What percentage of calls are not answered? (5%,10% or more)	All service calls are answered , emergency calls drop rate approximately 5%
How long does it take to respond to voice mails? (hours)	N/a

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Does the municipality have control over locked enquiries? (Yes/No)	No
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?	Ad hoc meetings scheduled as soon as any issues arise
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	The Fire Services reaction time to respond to calls from the time of receipt of a call at the station is required to be under 4 minutes. The travel time to a call is determined by the distance from the responding station and the type of vehicle that is used to respond to the call. The travel time can range from under 10 minutes in the urban area of George, Ladismith and Riversdale and from 10 minutes to 2 hours in the rural areas.
How long does it take to renew a vehicle license? (minutes)	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	
How long does it take to de-register a vehicle? (minutes)	
How long does it take to renew a drivers license? (minutes)	
What is the average reaction time of the fire service to an incident? (minutes)	45 minutes for areas within a 50 km radius from stations in Ladismith, Riversdale and George. All other areas response times between 60 minutes and 120 minutes.
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	
What is the average reaction time of the fire service to an incident in the urban/rural area? (minutes)	
Economic development	

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How many economic development projects does the municipality drive?	<p>Garden Route DM co-ordinates and facilitates the process of district-wide economic development for the Garden Route District in continuous collaboration with local municipalities. The South Cape Economic Partnership is a key partner to this process in relation to partnership establishment and facilitation.</p> <p>Of the key initiatives include:</p> <ul style="list-style-type: none"> • Growth and Development Strategy is one of the key focus areas for 2023/2024. • Hosting of key economic sector workshops to execute Garden Route Investment Conference resolutions. • Partnering with the Garden Route Film Office as member and funder to ensure the holistic development of the regional creative (Film and Media) industry. • Tourism Marketing and Development for the Garden Route and Klein Karoo as the preferred tourist destination. District Tourism Strategy was approved in March 2019. • Export Development programme as well as logistic support programme (incubation) for small businesses. Have an MOU with SEDA in place to address the shortcomings of businesses as per feedback in the Export Development Report. • South Cape Economic Partnership contribution • Financial contributions towards marketing material, platforms and events for a regional tourism presence.
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	Garden Route DM is the co-ordinator and facilitator of economic development for the district.
What percentage of the projects have created sustainable job security?	Garden Route DM is the co-ordinator and facilitator of economic development for the district.

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Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	During the build-up towards the Garden Route Investment Conference, local municipalities were encouraged and guided in terms of gearing themselves to become investment ready and investment friendly concerning incentives, municipal business processes, etc. This exercise included a readiness checklist as a tool for municipalities to assess themselves and improve where required. It further advised municipalities to put Standard Operating Procedures in place in terms of investment application process. Also have an MOU with Dept of Agriculture in place for the establishment of black emerging farmers on vacant Agriculture land. Other strategic game change initiatives i.e. SEZ regional establishment process; ACSA MOU with regards to the development of the George Airport as an economic catalyst.
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	Garden Route DM is not directly responsible for basic services delivery.
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes. The community services department implemented various community education programmes in terms of municipal health.
Are customers treated in a professional and humanly manner? (Yes/No)	Yes. The municipal values and Batho Pele principles form the basis of day - to - day staff operations.