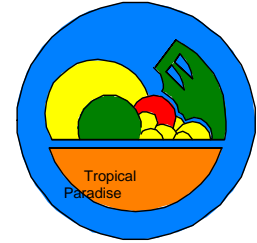




**GREATER TZANEEN
MUNICIPALITY
GROTER TZANEEN**

P.O. BOX 24
015 307 8000

TEL:



SCHEDULE OF SERVICE DELIVERY STANDARDS TABLE

ENVIRONMENTAL HEALTH SERVICES

1. Approval of building plan 1 Day
2. Complaint investigation 2 Days
3. Issuing of certificate of Acceptability per food handling premises 3 Days
4. Issuing of Certificate of Competence per mortuaries 1 Month

COMMUNITY SAFETY AND LICENSING SERVICES

1. How long does it take to register a vehicle? (minutes) 10 Minutes per transaction
2. How long does it take to renew a vehicle license? (minutes) 10 Minutes per transaction
3. How long does it take to issue a duplicate registration certificate vehicle? (minutes) 10 Minutes per transaction
4. How long does it take to de-register a vehicle? (minutes) 10 minutes for application and the approval part lies within the Provincial helpdesk
5. How long does it take to renew a drivers license? (minutes) 15 Minutes

6. What is the average reaction time of the fire service to an incident? (minutes) Disaster
7. What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)
8. What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)

LIBRARY SERVICES

1. Checking in of library item 2 Minutes
2. Checking out of library item 2 Minutes
3. Registering membership 10 Minutes
4. Assisting with finding project information 10 Minutes

THE NATIONAL WASTE COLLECTION STANDARDS as promulgated in Government Gazette No.33935 of 21 January 2011		
<u>CONTENT</u>	<u>COMPLIANCE</u> <u>YES // NO</u>	<u>DESCRIPTION</u>
<u>LEVEL OF SERVICES</u>		
1) On-site appropriate and regularly supervised disposal (applicable mainly to remote rural areas with low density settlements and farms supervised by a waste management officer	• No	• 52% of demographic do on-site disposal- • No supervision due to a lack enforcement Waste Management Officers
2) Community transfer to central collection point (medium density settlements);	• Yes	• Only 44% of population receive a service
3) Organised transfer to central collection points and/or kerbside	• Yes	• Only 8% of the demographic receive such service (urban)

collection (high density settlements);		
<u>COLLECTION & TRANSPORTATION</u>		
4) Separation at source	• Yes	• Only @ businesses
5) Collection of recyclable waste	• Yes	• Only @ businesses
6) Receptacles	• Yes	• Premises owners supply own bins
7) Bulk Containers	• Yes	• Renting on request to private Clients • Provided by Tzaneen Municipality at Rural Waste Service Areas
8) Frequency of collection	• Yes	• Domestic = 1 x week • Businesses = 6 x week • Recyclables = 1 x week • Rural Communal collection points = 1 x week
9) Drop-off centres for Recyclables	• No	• Collection only on-site (point-of generation) • Recycling Contractors registered to collect materials = 6 x MRF`s
10) Collection vehicles	• Yes / No	• Only old vehicles available (\geq OLDER THAN 10 X YEARS) being dysfunctional due to:- • Slow turn-around-time at Mechanical Workshop • Poor workmanship • Mechanical failures result in frequent & longer breakdowns • Environmental pollution due to compaction leachate as result of depleted compactor-unit/s
<u>MANAGEMENT & POLLUTION CONTROL</u>		
11) Health and Safety	• Yes / No	• Quarterly OHS meetings is held with outstanding matters viz:- • No workplace audits by internal OHS-Officer • Absence of bi-annual risk-audit results-identification

		<ul style="list-style-type: none"> of Risk-areas & subsequent remedies • Procurement of very generic PPE`s instead of specifics • No regular medical check-ups for workers at Waste Division – budget constraints
12) Communication, awareness creation and complaints	• No	<ul style="list-style-type: none"> • Absence of HELPDESK to register complaints from general public • No sub-divisional structure to attend to the awareness function-due to lack of appropriate work-study
13) Service standards for Kerbside collection	xxxxxx	xxxxxx
a) Removal Bags provided	• No	• Provided by Clients
b) Garden refuse removal included	• No	• Self-removals // Contractors
c) Street-cleaning frequency in CBD	• Yes	• Daily per Routesheets
d) Street-cleaning frequency in areas excluding CBD	• Yes	• Daily; Weekly & Bi-weekly
e) How soon are public areas cleaned after events	• Yes	• 24 x hours
f) Clearing of illegal dumping	• Yes	• Scheduled for weekly attendance
<u>TREATMENT & DISPOSAL</u>		
14) Licensed landfill site	• Yes	<ul style="list-style-type: none"> • Set 92%-95% compliance • Quarterly landfill-audit being executed by the A&M Committee
15) Health Care Risk Waste	• Yes	• Collected, transported & treated by an approved (licensed) M.S.P.
16) Hazardous waste egg. Oil; tubes etc.	• Yes	• Collected, transported & treated by an approved (licensed) M.S.P.
17) Inert and soil	• Yes	• Utilized at Landfill for cover-material