

**GREATER TZANEEN MUNICIPALITY**

**GROTER TZANEEN MUNISIPALITEIT**

**MASIPALA WA TZANEEN**

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Tropical Paradise

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**SCHEDULE OF SERVICE DELIVERY STANDARDS TABLE**

**ENVIRONMENTAL HEALTH SERVICES**

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

**SOLID WAS REMOVAL**

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| 1. Premise based removal (Residential Frequency)   **1 x per week** |
| 1. Premise based removal (Business Frequency)   **6 x per week** |
| 1. Bulk Removal   **Compactable waste frequency – 1 x per week**  **Putrecable waste – 6 x per week**  **Non-compactable – On call** |
| 1. Removal Bags provided (Yes/No)   **No** |
| 1. Garden refuse removal included (Yes/No)   **No** |
| 1. Street Cleaning Frequency in CBD   **Daily per route sheets** |
| 1. Street Cleaning Frequency in areas excluding CBD   **Daily, Weekly & Bi-weekly** |
| 1. How soon are public areas cleaned after events (24hours/48hours/longer)   **24 x hours** |
| 1. Clearing of illegal dumping (24 hours/48hours/longer)   **24 x hours** |
| 1. Recycling or environmentally friendly practices (Yes/No)   **Yes** |
| 1. Licensed landfill site (Yes/No)   **Yes** |

**COMMUNITY SAFETY AND LICENSING SERVICES**

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| 1. How long does it take to register a vehicle? (minutes)   **10 Minutes per transaction** |
| 1. How long does it take to renew a vehicle license? (minutes)   **10 Minutes per transaction** |
| 1. How long does it take to issue a duplicate registration certificate vehicle? (minutes)   **10 Minutes per transaction** |
| 1. How long does it take to de-register a vehicle? (minutes)   **10 minutes for application and the approval part lies within the Provincial helpdesk** |
| 1. How long does it take to renew a drivers license? (minutes)   **15 Minutes** |
| 1. What is the average reaction time of the fire service to an incident? (minutes)   **Disaster** |
| 1. What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) |
| 1. What is the average reaction time of the ambulance service to an incident in the rural area? (minutes) |