

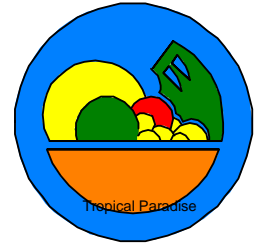


**GREATER TZANEEN MUNICIPALITY
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MASIPALA WA TZANEEN
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SCHEDULE OF SERVICE DELIVERY STANDARDS TABLE

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

SOLID WASTE REMOVAL

1. Premise based removal (Residential Frequency)
1 x per week
2. Premise based removal (Business Frequency)
6 x per week
3. Bulk Removal
Compactable waste frequency – 1 x per week
Putrecable waste – 6 x per week
Non-compactable – On call
4. Removal Bags provided (Yes/No)

No
5. Garden refuse removal included (Yes/No) No
6. Street Cleaning Frequency in CBD Daily per route sheets
7. Street Cleaning Frequency in areas excluding CBD Daily, Weekly & Bi-weekly
8. How soon are public areas cleaned after events (24hours/48hours/longer) 24 x hours
9. Clearing of illegal dumping (24 hours/48hours/longer) 24 x hours
10. Recycling or environmentally friendly practices (Yes/No) Yes
11. Licensed landfill site (Yes/No) Yes

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)