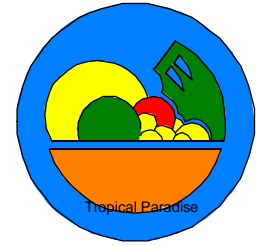




**GREATER TZANEEN MUNICIPALITY
GROTER TZANEEN MUNISIPALITEIT
MASIPALA WA TZANEEN
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SCHEDULE OF SERVICE DELIVERY STANDARDS TABLE

ENVIRONMENTAL MANAGEMENT AND FACILITY CLEANING

1. Approval of building plan 1 Day
2. Complaint investigation 2 Days
3. Issuing of Certificate of Competence for mortuaries 1 Month
4. Approval of on-site- waste management plan. 14 days
5. Review and comment on Basic Assessment Report. 21 days
6. In-house cleaning of accidental spillages in offices and ablution facilities in the manned work places.

SOLID WASTE

<u>The National Waste Collection Standards</u> 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)	• No	<ul style="list-style-type: none"> • 52% of demographic do on-site disposal- • No supervision due to a lack enforcement Waste Management Officers

supervised by a waste management officer		
2) Community transfer to central collection point (medium density settlements);	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • Only 44% of population receive a service
3) Organised transfer to central collection points and/or kerbside collection (high density settlements);	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • Only 8% of the demographic receive such service (urban)
<u>Collection & Transportation</u>		
4) Separation at source	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • Only @ businesses
5) Collection of recyclable waste	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • Only @ businesses
6) Receptacles	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • Premises owners supply own bins
7) Bulk Containers	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • Renting on request to private Clients • Provided by Tzaneen Municipality at Rural Waste Service Areas
8) Frequency of collection	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • No 	<ul style="list-style-type: none"> • Collection only on-site (point-of generation) • Recycling Contractors registered to collect materials = 6 x MRF`s
10) Collection vehicles	<ul style="list-style-type: none"> • Yes / No 	<ul style="list-style-type: none"> • Only old vehicles available (≥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	<ul style="list-style-type: none"> • Yes / No 	<ul style="list-style-type: none"> • Quarterly OHS meetings is held with outstanding matters viz:- • No workplace audits by internal OHS-Officer • Absence of bi-annual risk-audit results-identification 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	<ul style="list-style-type: none"> • 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	xxxxx	xxxxx
a) Removal Bags provided	<ul style="list-style-type: none"> • No 	<ul style="list-style-type: none"> • Provided by Clients
b) Garden refuse removal included	<ul style="list-style-type: none"> • No 	<ul style="list-style-type: none"> • Self-removals // Contractors
c) Street-cleaning frequency in CBD	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • Daily per Routesheets
d) Street-cleaning frequency in areas excluding CBD	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • Daily; Weekly & Bi-weekly
e) How soon are public areas cleaned after events	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • 24 x hours
f) Clearing of illegal dumping	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • Scheduled for weekly attendance
<u>Treatment & Disposal</u>		
14) Licensed landfill site	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • 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

COMMUNITY SAFETY

1. Registration / Deregistration of Access Control for Employees and Councillors 1 Day
2. Collection of Municipal Cash by Cash – In- Transit Vehicle 1 Day
3. Monitoring of Security Services (Physical and Electronic) 1 Month
4. Checking of Occurrence Books for Security Services 1 Month
5. Investigations of Theft Cases 7 days
6. Complaints about Security Services 1 Day

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 driver's license? (minutes)
15 Minutes

PARKS

<p>1. Grave booking : 15-20 minutes if the customer has all the documents needed. Day or 2 if you have no money because investigation must be done to prove you unable to pay, approval and release of grave.</p>
<p>2. Booking of facilities booking: 1 day or less if the leaser comes with written request and money. It can be a week if the leaser must still apply to SAPS for event categorization but the date gets reserved approval is granted after SAPS categorized and payment is made. Swimming Gala: Needs a week because the community needs notice, no public swimming if there is swimming gala</p>
<p>3. Dangerous tree report response: Within same day if it can't wait for procurement process because of its severity. If SCM process must be followed a week or 2</p>
<p>4. Overgrown areas response: Responded as per grass cutting program which is affected by lot of factors such as good working machines, personnel, budget to outsource for external assistance, weather condition.</p>

LAW ENFORCEMENT

<p>1. Accident Response(emergency)</p> <p>3-5 minutes response time</p>
<p>2. Complaint investigation(Bylaws)</p> <p>3-5 minutes response</p>
<p>3. Point duties</p> <p>3-5 minutes response(upon reported)</p>
<p>4. Law Enforcement programed</p> <p>Daily</p>

LIBRARY SERVICES

<p>1. Checking in of library item</p> <p>2 Minutes</p>
<p>2. Checking out of library item</p> <p>2 Minutes</p>
<p>3. Registering membership</p> <p>10 Minutes</p>
<p>4. Assisting with finding project information</p> <p>10 Minutes</p>
<p>5. Registering user for one hour's free internet/Wi-Fi</p> <p>2 Minutes</p>