

**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** |

**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) |

**LIBRARY SERVICES**

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

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| --- | --- | --- |
| **THE NATIONAL WASTE COLLECTION STANDARDS**  as promulgated in Government Gazette No.33935 of 21 January 2011 | | |
| **CONTENT** | **COMPLIANCE**  **YES // NO** | **DESCRIPTION** |
| **LEVEL OF SERVICES** | | |
| 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 |
| 1. Community transfer to central collection point (medium density settlements); | * Yes | * Only 44% of population receive a service |
| 1. Organised transfer to central collection points and/or kerbside collection (high density settlements); | * Yes | * Only 8% of the demographic receive such service (urban) |
| **COLLECTION & TRANSPORTATION** | | |
| 1. Separation at source | * Yes | * Only @ businesses |
| 1. Collection of recyclable waste | * Yes | * Only @ businesses |
| 1. Receptacles | * Yes | * Premises owners supply own bins |
| 1. Bulk Containers | * Yes | * Renting on request to private Clients * Provided by Tzaneen Municipality at Rural Waste Service Areas |
| 1. Frequency of collection | * Yes | * Domestic = 1 x week * Businesses = 6 x week * Recyclables = 1 x week * Rural Communal collection points = 1 x week |
| 1. Drop-off centres for Recyclables | * No | * Collection only on-site (point-of generation) * Recycling Contractors registered to collect materials = 6 x MRF`s |
| 1. Collection vehicles | * Yes / No | * 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 |
| **MANAGEMENT & POLLUTION CONTROL** | | |
| 1. 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 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 |
| 1. Communication, awareness creation and complaints | * No | * 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 |
| 1. Service standards for Kerbside collection | xxxxx | xxxxx |
| * 1. Removal Bags provided | * No | * Provided by Clients |
| * 1. Garden refuse removal included | * No | * Self-removals // Contractors |
| * 1. Street-cleaning frequency in CBD | * Yes | * Daily per Routesheets |
| * 1. Street-cleaning frequency in areas excluding CBD | * Yes | * Daily; Weekly & Bi-weekly |
| * 1. How soon are public areas cleaned after events | * Yes | * 24 x hours |
| * 1. Clearing of illegal dumping | * Yes | * Scheduled for weekly attendance |
| **TREATMENT & DISPOSAL** | | |
| 1. Licensed landfill site | * Yes | * Set 92%-95% compliance * Quarterly landfill-audit being executed by the A&M Committee |
| 1. Health Care Risk Waste | * Yes | * Collected, transported & treated by an approved (licensed) M.S.P. |
| 1. Hazardous waste egg. Oil; tubes etc. | * Yes | * Collected, transported & treated by an approved (licensed) M.S.P. |
| 1. Inert and soil | * Yes | * Utilized at Landfill for cover-material |