

**GREATER TZANEEN MUNICIPALITY**

**GROTER TZANEEN MUNISIPALITEIT**

**MASIPALA WA TZANEEN**

**MASEPALA WA TZANEEN**

 Tropical Paradise

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**SCHEDULE OF SERVICE DELIVERY STANDARDS TABLE**

**ENVIRONMENTAL HEALTH SERVICES**

|  |
| --- |
| 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**

|  |
| --- |
| 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**

|  |
| --- |
| 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**  |

|  |
| --- |
| **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
 |