



**GREATER TZANEEN MUNICIPALITY  
GROTER TZANEEN MUNISIPALITEIT  
MASIPALA WA TZANEEN  
MASEPALA WA TZANEEN**



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[www.tzaneen.gov.za](http://www.tzaneen.gov.za)

**SCHEDULE OF SERVICE DELIVERY STANDARDS TABLE**

**ENVIRONMENTAL HEALTH SERVICES**

1. Approval of building plan  <b>1 Day</b>
2. Complaint investigation  <b>2 Days</b>
3. Issuing of certificate of Acceptability per food handling premises  <b>3 Days</b>
4. Issuing of Certificate of Competence per mortuaries  <b>1 Month</b>

**SOLID WASTE REMOVAL**

1. Premise based removal (Residential Frequency)
2. Premise based removal (Business Frequency)
3. Bulk Removal
4. Removal Bags provided (Yes/No)
5. Garden refuse removal included (Yes/No)
6. Street Cleaning Frequency in CBD

7. Street Cleaning Frequency in areas excluding CBD
8. How soon are public areas cleaned after events (24hours/48hours/longer)
9. Clearing of illegal dumping (24 hours/48hours/longer)
10. Recycling or environmentally friendly practices (Yes/No)
11. Licensed landfill site (Yes/No)

#### **COMMUNITY SAFETY AND LICENSING SERVICES**

1. How long does it take to register a vehicle? (minutes)  <b>10 Minutes per transaction</b>
2. How long does it take to renew a vehicle license? (minutes)  <b>10 Minutes per transaction</b>
3. How long does it take to issue a duplicate registration certificate vehicle? (minutes)  <b>10 Minutes per transaction</b>
4. How long does it take to de-register a vehicle? (minutes)  <b>10 minutes for application and the approval part lies within the Provincial helpdesk</b>
5. How long does it take to renew a drivers license? (minutes)  <b>15 Minutes</b>
6. What is the average reaction time of the fire service to an incident? (minutes)  <b>Disaster</b>
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)

## LIBRARY SERVICES

1. Checking in of library item <b>2 Minutes</b>
2. Checking out of library item <b>2 Minutes</b>
3. Registering membership <b>10 Minutes</b>
4. Registering for an internet/Wi-Fi voucher <b>2 Minutes</b>
5. Assisting with finding project information <b>10 Minutes</b>