

CITY OF EKURHULENI CUSTOMER SERVICE STANDARDS

1st Edition

a partnership that works



Ekurhuleni
METROPOLITAN MUNICIPALITY

MESSAGE FROM THE EXECUTIVE MAYOR



The City of Ekurhuleni is known for its proactive approach in dealing with the numerous complex aspects associated with a city of this size. The City is also known for its determined compassion to serve customers large and small, to the absolute best of our capability, obviously resources permitting. To this effect, we still are the only entity providing our vulnerable customers with 100 kilowatt-hour units of free electricity per month, coupled to 9 kiloliters of free basic water. The electricity allocation even expands into our areas supplied by another supplier, where a further 100 000 customers benefit from the Ekurhuleni way.

Our large customers have also received the best possible service in terms of reliability and cost, even though economic pressures have now forced up the price of especially electricity, amongst other services.

The White Paper on Transforming Public Service Delivery is more commonly known as the Batho Pele (people first) Paper. Service standards are given as the second core principle of eight in total. This principle states the following:

“You should be told what level and quality of public services you will receive so that you are aware of what to expect”.

Access to high quality public services is the rightful expectation of every citizen and the Ekurhuleni Metropolitan Municipality was created to ensure just that. Our service standards indicate the level of service that may be expected by our customers. Although the standards set by the various City departments are already ambitious, our aim is to surpass these standards on a regular basis.

We realize that we may not be able to achieve these standards initially, however, it is our pledge to address deficiencies by applying all the resources required to remedy unacceptable service levels.

We are sure that the service standards will provide our officials with a significant challenge. The targets were set at a high level and it will take considerable effort to reach these goals. We are equally sure that this challenge will be welcomed by our many dedicated officials, who will make it their obligation to serve our community to the best of their ability.

We trust that our communities will form a partnership with us by honouring their financial and other obligations towards the City. Together we will create a world class City, the City of Ekurhuleni!

**EXECUTIVE MAYOR
CLR NTOMBI MEKGWE**

MESSAGE FROM THE CITY MANAGER

Our City forms an indispensable part of the South African economy. A high value added Ekurhuleni economy can only be sustainable with the support of a highly dedicated service provider, quietly, yet confidently rendering essential services that ensure competitive advantage to our citizens.

This competitive advantage creates jobs for our people, and provides the income required to create and uphold dignified living. Our efforts are directed towards ensuring that the level of service that our customers receive, is of a constantly improving nature. In this regard, our service standards booklet is the first link in a value chain that will ensure measurable standards, with ever increasing levels of efficiency.

The service standards are primarily about how and when Ekurhuleni service departments will respond to administrative requests, life-threatening emergencies, service emergencies, service related problems and numerous other tasks associated with the City.

Public services are not a privilege in a civilized and democratic society, these services are a legitimate expectation. This means that local government must be optimized to facilitate access to their services by all citizens, within the context of fiscal constraints and the fulfillment of competing needs.

The Constitution of 1996 stipulates that public administration should adhere to a number of principles, including the following:

- A high standard of professional ethics must be promoted and maintained;
- Services must be provided impartially, fairly, equitably and without bias;
- Resources must be utilized efficiently, economically and effectively;
- Peoples' needs must be responded to; and
- Public administration must be accountable, transparent; and development orientated.

Our service standards respond to these constitutional principles and will provide officials with a transparent, well-publicized document indicating the level of services that needs to be achieved. For our valued customers, exactly the same document will provide an unambiguous set of standards, which can be expected from the City.

CITY MANAGER

INDEX

	Page
Background	3
Batho Pele	4
Electricity and Energy	8
Infrastructure Services.....	11
Water Services	12
Health Services	15
Environmental Health	24
Housing	28
Community Safety	29
Fire Services.....	30
Licensing Services.....	31
Finance.....	33
Sport, Recreation, Arts and Culture.....	35
City Development	37
Legal and Administration Services	40
Communications and Marketing.....	42
Economic Development.....	46
Integrated Development Planning	46

BACKGROUND

The Ekurhuleni Metropolitan Municipality exists in order to provide services at a fair and acceptable cost, to each one of our customers. Given this reason for our existence, a number of critical success factors can be identified for our business. Critical success factors are those components of a strategy where the organization must excel to outperform competition¹.

¹ REFERENCES TO "COMPETITION" ARE MADE IN THE CONTEXT OF BENCHMARKING THE PERFORMANCE OF THE EKURHULENI METROPOLITAN MUNICIPALITY AGAINST THE PERFORMANCE OF OTHER MUNICIPAL SERVICE PROVIDERS.

It is necessary that we indicate the level of service that our customers can expect from us. This level of service shall be applied consistently throughout every street, suburb and town within the City of Ekurhuleni and has a purpose beyond merely creating a ruler according to which our performance can be measured.

The White Paper on the Transformation of Public Service Delivery (1997) sets out eight transformation principles which aim to transform public service delivery. This document, referred to as the Batho Pele (people first) Paper, favours the customer and places the obligation on the service provider to deliver on the basic customer requirements.

The Batho Pele principles remain central to the services standards, promoting service excellence in the public sector and encouraging the public to expect excellent service from us, the implementation arm of Government. Briefly these principles are indicated as *consultation, service standards, access, courtesy, information, openness and transparency, redress and value for money*.

Our services pledge should, in accordance with the second Batho Pele principle, indicate a standard which we want to surpass regularly, doing better than even we envisage.

If we are found lacking in any of the items listed in this document, our remedial reactions should be directed in response to those service areas that require attention. More positively stated, the results will drive the service areas in which we are not excelling.

Our approach will be based on the principle that organizations achieve competitive¹ advantage by providing their customers with what they want, or need, better or more effectively than competitors¹ and in ways which their competitors¹ find difficult to imitate.

To ensure that this advantage is achieved, we are concentrating on the following:

- What does our customer value; and
- How do we provide this valued service to our customer, inclusive of the activities that support us in providing this service in a sustainable manner?

The service standards are indicative of the level of service that may reasonably be expected from Ekurhuleni, however, in reality factors related to staff numbers, operational funding and capital funding have a strong influence on the ability to provide an excellent service. The aim of the standards will not be punitive in nature, but rather seek to create a baseline from which improvements may be effected.

The standards will be revised on an annual basis, with service levels adapted to what is practically possible. The standards will always "stretch" our efforts, given that levels set too low, will be meaningless. The fact that a standard is now published for the first time will allow our customers to measure our performance against a stated level.

CONTACT DETAILS

The call centre dealing with the following services is on 24 hour standby to receive your call regarding the following services:

#	Service type	Such as...	Contact number
1.	Electricity	Outages, street light faults, etc.	0860 54 3000 info@ekurhuleni.com
2.	Water and Sewer	Water outages, leaks, sewer spills, etc.	
3.	Roads	Potholes, any road related complaints, storm water sinkholes, traffic lights.	
4.	Public transport	Bus services.	
5.	Environment matters	Air quality, food safety, cemetery services, control of bees, rodents, noise, communicable diseases, waste management, carcass removal, illegal dumping, parks, water features, facilities.	
6.	Health matters	Information regarding hospitals, clinics, etc.	
7.	Housing matters	Council's own rental stock.	
8.	Finance matters*	Cut-off lists, outstanding bills, etc.	

* DETAILED ACCOUNT QUERIES CAN ONLY BE DEALT WITH DURING OFFICE HOURS AT THE CUSTOMER CALL CENTRE FROM WHICH THE ACCOUNT ORIGINATED.

Our emergency call centre, dealing with the following emergencies and other services, is also on 24 hour standby to receive your call regarding the following:

#	Service type	Such as...	Contact number
1.	Community Safety	Ambulance, Metro police, traffic related problems, fire emergencies.	011 458 0911 10177

BATHO PELE (people first)

The following eight principles apply to the services delivered by the Ekurhuleni Metropolitan Municipality.

Consultation

The Metro will acquire formal and informal views on the provision of services and matters related to services, by means of consultation.

Service standards

The service standards that may be expected from each service department in the Metro are listed in this booklet.

Access to services

We are striving to provide services to all residents within the Ekurhuleni boundaries and this target is actively pursued to the best of our ability. Numerous services are available to our residents, ranging from those related to fire prevention, safety to the roads infrastructure, parks, cemeteries and many more. An allocation of free basic electricity and water is available to certain households, as indicated in the Water and Electricity tariffs.

Courtesy

It is expected of our people at the first point of contact, which is the person in the front office, to resolve all complaints and faults effectively and efficiently. The following is seen as basic courteous treatment of our customers:

- Received with a friendly smile;
- Friendly and helpful assistance to resolve the problem right there, if possible;
- Should back-office support be required, ideally this support should be made available immediately. Alternatively, a firm appointment must be made;
- Application forms will be “customer friendly” and simplified as much as possible; and
- The style and tone of written communication must display courtesy.

Information on the services provided

Information regarding all aspects of the services we provide is available upon request and we commit to assist with all reasonable requests for information.

Openness and Transparency

Openness and transparency are required in order to build confidence and trust between the service organization and the customer. Our performance targets are encapsulated in our integrated development plan, which is transparently revised on an annual basis.

Technical and financial performance indicators, as well as other relevant information are published on an annual basis.

Redress – remedy to mistakes and failures that happen

Our team of trained professional customer advisors is at hand to assist with all possible complaints that you may have. Feedback on your complaint will be provided in the timeframes specified in our service standards.

We acknowledge that all dissatisfaction, expressed in writing or verbally, is an indication that the customer does not consider the promised standard delivered. We undertake to do our best to address these to the satisfaction of the customer. It should be kept in mind that various constraints exist which dictate our response and reaction periods.

Value for money

We are constantly striving to provide a better service at a lower cost to our customers. Efficiencies have been gained and will continue to be gained. Your suggestions for improvement in efficiency will be welcomed.

The following are general service standards applicable to all departments

G1	Customer complaints, enquiries and requests	
G1.1	Customer complaints	
	Time to respond to a verbal customer complaint	One-stop or two (2) working days
	Time to respond to a written customer complaint	Two (2) working days
	Time to resolve a customer complaint	Two (2) weeks
G1.2	Customer enquiries	
	Time to respond to a verbal customer enquiry	One-stop or five (5) working days
	Time to respond to a written customer enquiry	Five (5) working days
	Time to resolve a customer enquiry	Three (3) weeks or stipulated in response
G1.3	Customer requests	
	Time to respond to a verbal customer request	One-stop or five (5) working days
	Time to respond to a written customer request	Five (5) working days
	Time to resolve a customer request	Three (3) weeks
G1.4	In person	
	If we visit you at home you can expect Ekurhuleni staff to show their Ekurhuleni official identity card.	
	If you visit our offices you can expect our reception staff to wear name badges and be welcoming and helpful.	

CALL TAKING AND DESPATCHING STANDARDS:NON-LIFE THREATENING CALLS

Type of Call	Maximum call taking time (in minutes)	Maximum despatching time to service provider (in minutes)	Total (in minutes)
All services	2	3	5

NOTE: We will strive towards achieving the above standard in 90% of all calls received.

We welcome your comments on the quality of the service we provide, and on our performance as compared to these Customer Service Standards.

Customer Care Centres

The Metro is committed to delivering quality services within the resources available. When you seek services, you will know what level of service to expect through specific service standards published by each department of the municipality.

You will always be treated with courtesy and can expect the following standards of customer service when interacting with us at any of our Customer Care Centres.

Walk-in Customers

- Appropriate signage will be displayed to ensure easy access to our facilities;
- You will be received by informed and responsive staff;
- We will identify who is serving you and who is in charge;
- We will inform you of the services available;
- Information readily available will be provided within 30 minutes;
- If the information is not available, you will be apprised of the status and when to expect the information;
- We will attend to all complaints by keeping proper records and ensuring that you receive feedback on all concerns raised with us; and
- We will apologize where we have made mistakes.

Telephonic Enquires

- We will answer our telephone within five (5) rings.
- If we are unavailable to take your call, you will be able to leave a message on our voice mail; and
- We will respond to all voice mail within two working days.

E-Mail Correspondence

- We will acknowledge receipt of your correspondence within two working days; and
- If we are unable to respond fully within two days, we will provide an estimate of time based on the complexity of the enquiry.

Your co-operation in providing full, accurate and timely information will help us provide you with quality service.

ELECTRICITY AND ENERGY

(excluding the Eskom supply areas within our boundaries)

We exist in order to provide a safe, reliable supply of electricity at a fair and acceptable cost, to each one of our customers. The following timeframes are indicative values of what may be expected from us.

E1 Providing a quotation to a customer upon written request	
Existing infrastructure can be used	Within 10 working days ¹
Network extensions required	Within one (1) month ¹
New network installation required	By agreement ¹
Industrial and commercial customers	By agreement ¹
1 PROVIDED THE CUSTOMER MET ALL THEIR OBLIGATIONS	
E2 Providing an electricity supply	
Existing infrastructure can be used	Within 30 working days ²
Network extensions required – low voltage	Within two (2) months ²
Network extensions required – medium voltage	Within three (3) months ²
Network extensions required – high voltage	By agreement
New network installation required	By agreement
Industrial and commercial customers	By agreement
2 PROVIDED THE CUSTOMER MET ALL THEIR OBLIGATIONS	
E3 Service activities for credit metering	
Frequency of meter reading	Once per month
Disconnections for non-payment	14 days after due date
Reconnections following payment	No later than the first working day after full payment of fees
Account queries	Response within five (5) working days
Locked premises	Supply may be disconnected after two (2) consecutive unsuccessful attempts to read the meter
Meter accuracy queries	Within 15 working days
E4 Prepayment metering	
Provision of vending points	Where practical, within five (5) kilometres of each customer
Business hours of vending points	Normal work hours Also points with 24 hour access
Meter accuracy queries	Within 15 working days
Disconnections for tampering	Upon detection
Reconnections following payment	No later than the first working day after full payment of fees

E5	Network faults	
	Fault reporting centres	A 24 hour telephone service to report faults
		A customer services desk to report faults during normal office hours
E6	Restoration of supply after forced interruptions	
	One service connection affected ³	Four (4) hours
	Up to five (5) service connections affected ³	Six (6) hours
	Up to 20 service connections affected ³	Eight (8) hours
	Medium or high voltage outage – alternate feeder available	Four (4) hours
	Medium or high voltage outage – no alternate feeder available	12 hours
	3 NOT APPLICABLE BETWEEN THE HOURS OF 22:00 TO 06:00	
E7	Notice of planned interruptions to be given⁴	
	Notice of planned interruptions – small areas	48 hours
	Notice of planned interruptions – large areas	48 hours
	4 WHERE THE NATURE OF THE MAINTENANCE TO BE EFFECTED ALLOWS PLANNING IN ADVANCE	
E8	Quality of supply (NRS 048 matters⁵)	
	Non-compliance to defined voltage levels, voltage dips, frequency, unbalance, etc. ^{5 and 6}	Milestone dates to be communicated to the customer, once non-compliance is established
	5 NRS 048-2 REFERS 6 THE EKURHULENI POWER QUALITY MANAGEMENT SYSTEM OPERATIONAL PROCESS, REFERS.	
E9	Non-core services	
	Time taken to repair a single streetlight failure ⁷	Two (2) working days
	Time taken to repair a streetlight section failure ⁷	Five (5) working days
	Time taken to repair a high mast light failure ⁷	Five (5) working days
	Time taken to replace a knocked down streetlight pole ⁷	Five (5) working days
	Time taken to repair a condition where streetlights are on during daytime ⁷	One (1) working day
	7 FOLLOWING A CALL LOGGED REGARDING THE LIGHT FAILURE OR KNOCKED DOWN POLE.	
E10	Key Customers	
	Our Key Customer Policy provides for increased levels of access to our very large electricity customers, on the basis of their critical needs in terms of electricity supply. Details are available from the Customer Manager in each CCC.	
E11	Alerts in terms of cable theft	
	Time taken to respond	One (1) hour
E12	Alerts in terms of illegal electrical connections	
	Time taken to respond to an individual complaint	Eight (8) hours
	Time taken to respond to complaints including large areas	Unspecified ⁸
	EIGHT NETWORKS ARE SECURED ON A CONTINUOUS BASIS, IMMEDIATE SOLUTIONS ARE OFTEN INEFFECTIVE. SAFETY RELATED MATTERS WILL BE TREATED WITH THE URGENCY IT REQUIRES.	

Customer responsibility

Our customers need to undertake to:

- Pay for the services received in full by the due date, as displayed on your bill;
- Report tampering and not illegally tamper with electricity networks;
- Maintain the electricity installation on your side of the electricity meter;
- Report all unlocked electricity substations and boxes to the numbers indicated;
- Ensure the electricity meter on your property is easily accessible; and
- Use electricity (and energy) wisely to help conserve this precious resource.

INFRASTRUCTURE SERVICES

We exist in order to provide good quality roads, public transport, civil works and a reliable, consistent, stable and uniform water supply at a fair and acceptable cost, to each one of our customers.

ROADS, STORM WATER AND CIVIL WORKS

R1	Road infrastructure related services	
	Time taken to repair a single pothole - in major road ¹	24 hours
	Time taken to repair a single pothole - in minor road ¹	Five (5) working days
	Time taken to repair a road following an open trench service crossing ¹	Five (5) working days
	Time taken to repair a kerb inlet ¹	20 working days
	Time taken to provide a driveway entrance after approval of the application	10 working days
	Time taken to repair / replace kerbing ¹	20 working days
	Time taken to repair walkways ¹	10 working days
	1 FOLLOWING LOGGING OF A CALL	
R2	Road signs, Markings and Traffic Signals	
	Time taken to repair / replace a safety related regulatory road sign ¹	48 hours
	Time taken to repair / replace other minor road signs ¹	10 working days
	Time taken to repair / replace an information / directional sign ¹	90 days
	Time taken to repair / replace a street name board ¹	60 days
	Time taken to repaint road markings ¹	15 working days
	Time taken to repair any traffic light fault - in major road (subject to electrical supply availability) ¹	Four (4) hours
	Time taken to repair any traffic light fault - in minor road (subject to electrical supply availability) ¹	24 hours
	1 FOLLOWING LOGGING OF A CALL	
R3	Development applications (Roads and Civil Works)	
	Approval of building plans: Residential buildings Industrial/ Commercial buildings	30 calendar days 60 calendar days
	Comment on rezoning, subdivisions, SDPs and similar applications	15 working days
	Comment on township applications	20 working days
	Approval of outdoor advertising applications (billboards)	Four (4) months

WATER SERVICES

W1	Providing a quotation to a customer upon written request	
	Existing infrastructure can be used	Within 10 working days ¹
	Water / Sewer network extensions required	Within one (1) month ¹
	New network installation required	By agreement ¹
	Industrial and commercial customers	By agreement ¹
	1 PROVIDED THE CUSTOMER MET ALL THEIR OBLIGATIONS	
W2	Providing a water supply ²	
	Existing infrastructure can be used	Within 15 working days ²
	Network extensions required – 110mm	Within two (2) months ²
	Network extensions required – 160mm	Within three (3) months ²
	Network extensions required – > 200mm	By agreement
	New network installation required	By agreement
	Industrial and commercial customers	By agreement
	2 PROVIDED THE CUSTOMER MET ALL THEIR OBLIGATIONS	
W3	Providing a sewer supply ²	
	Existing infrastructure can be used	Within 30 working days ²
	Network extensions required – 110mm	Within two (2) months ²
	Network extensions required – 160mm	Within three (3) months ²
	Network extensions required – > 200mm	By agreement
	New network installation required	By agreement
	Industrial and commercial customers	By agreement
	2 PROVIDED THE CUSTOMER MET ALL THEIR OBLIGATIONS	
W4	Service activities for water service metering	
	Frequency of meter reading	Once per month
	Disconnections for non-payment – business and industrial	14 days after due date
	Reconnections following payment – business and industrial	No later than the first working day after full payment of fees
	Account queries	Response within five (5) working days
	Locked premises	Supply may be disconnected after two (2) consecutive unsuccessful attempts to read the meter
	Meter accuracy queries	Within 30 working days
	Disconnections for tampering	Upon detection
	Reconnections following tamper repairs	No later than the first working day after full payment of fees
	Replacement of water meter	48 hours

W5 Network faults	
Fault reporting centres	A 24 hour telephone service to report faults A customer services desk to report faults during normal office hours
Urgent water pipe bursts	Two (2) hours
Small water pipe bursts ³ <ul style="list-style-type: none"> Minor losses Major losses 	48 hours 12 hours
Larger water pipe bursts ^{3,4} <ul style="list-style-type: none"> Minor losses Major losses 	24 hours Six (6) hours
3 NOT APPLICABLE BETWEEN THE HOURS OF 22:00 TO 06:00, SUBJECT TO THE FAULT BEING REPORTED 4 SUBJECT TO NECESSITY AND AVAILABILITY OF SPECIALIZED FITTINGS ETC	
W6 Restoration of supply after forced interruptions ⁵	
One service connection affected ⁵	Four (4) hours
Up to 5 service connections affected ⁵	Six (6) hours
Up to 20 service connections affected ⁵	Eight (8) hours
Feeder pipe larger than 800mm ⁵	12 hours
5. NOT APPLICABLE BETWEEN THE HOURS OF 22:00 TO 06:00	
W7 Notice of planned interruptions – small areas	
Notice of planned interruptions to be given ⁶	24 hours
Notice of planned interruptions: large areas ⁶	48 hours
6 WHERE THE NATURE OF THE MAINTENANCE TO BE EFFECTED ALLOWS PLANNING IN ADVANCE	
W8 Water Quality	
Quality of drinking water	Comply with SANS 241
Raising of Waste Water & Pollution charges	Monthly
Termination of Industrial Waste Water customers	Immediate
Response to Industrial Effluent charge queries	One (1) day
Processing of applications for Industrial Effluent Discharge permits	Seven (7) days
Complaints regarding drinking water quality	Two (2) hours
Complaints regarding storm water and river water pollution	Two (2) hours
Minimum water flow ⁷	20 litres per minute at outlet
Low pressure complaints: Business and Industrial ⁷	Six (6) hours
Low pressure complaints: Residential ⁷	24 hours
7 FOLLOWING LOGGING OF A CALL	
W9 Sewerage Services	
Severe overflow ⁷	Two (2) hours response time
Sewer blockages: large pipes ⁷	Six (6) hours
Sewer blockage: small pipes ⁷	12 hours
Spillage clean-up ⁷	48 hours
Replacement of manhole cover ⁷	24 hours
7 FOLLOWING LOGGING OF A CALL	

Customer responsibility

Our customers must undertake to:

- Pay for the services received in full by the due date, as displayed on your bill;
- Report tampering and not illegally tamper with municipal water systems;
- Maintain pipes and fittings on your side of the water meter;
- Report all water leaks and sewer blockages on the municipal side to the numbers indicated;
- Ensure the water meter on your property is easily accessible; and
- Use water wisely to help conserve this precious resource.

HEALTH SERVICES

The Health Department exists in order to provide accessible, consistent, affordable, uniform and accountable health services to all of our clients. The following is indicative values of what may be expected from the Health Department.

H1	Provision of Primary Health Care Services (PHC) as per the defined facility types	
	Definition	Service Hours
	Community Health Centre: A facility which is open 24 hours a day, seven (7) days a week, at which a broad range of PHC services are provided. It also offers accident and emergency and midwifery services but <u>not</u> surgery under general anesthesia.	Seven (7) days a week Midwifery services are rendered 24 hours a day seven (7) days a week
	Community Day Centre: A facility which is <u>not</u> open 24 hours. <u>Not</u> for seven (7) days a week, but at which a broad range of PHC services are provided. It also offers accident and emergency, but not midwifery services or surgery under general anesthesia.	Five (5) days a week Renders extended service hours
	Clinic (Fixed clinic): An appropriately permanently equipped facility at which a range of PHC services are provided. It is open at least eight (8) hours a day, at least four (4) days per week.	Monday to Friday Extended hours – only selected facilities on Saturdays
	Satellite Clinic: A facility that is a fixed building where one or more rooms are permanently equipped and from which a range of PHC services are provided. It is open for up to eight (8) hours per day and less than four (4) days per week.	One (1) to three (3) day services
	Health Post: A health post is a room in a house or other structure in a community from where a range of elementary PHC services are provided	One (1) to three (3) day services
	Mobile Clinic: A mobile clinic is a temporary service from which a range of PHC services are provided and where a mobile unit / bus / car provide the resources for the service. This service is provided on fixed routes and at a number of points which are visited on a regular basis. Some visiting points may involve the use of a room in a building, but the resources (equipment, stocks) are provided from the mobile when the service is available and are not maintained at the visiting point.	One (1) day a week per mobile point Operational one (1) to five (5) day services
	District Hospital: Renders Level 1 hospital service. (Competency of Gauteng Department of Health).	Seven (7) days a week service

H2	Package of service provided at Primary Health Care Facilities	
	Service Package	Service Hours
	COMMUNITY HEALTH CENTRE: Renders broad range of PHC Services Packages: Child Health Services: <ul style="list-style-type: none"> - Expanded Programme on Immunisation; - Vitamin A supplementation; - Protein Energy Malnutrition (PEM) Programme; - Integrated Management of Childhood Illnesses; and - Growth monitoring and developmental screening. Women & Maternal Health: <ul style="list-style-type: none"> - Family Planning; - Antenatal Care; - Postnatal Care; - Counseling & referral for Termination of Pregnancy; - Termination of Pregnancy (Selected facilities); and - Cervical cancer screening. Maternity & Obstetric Services: <ul style="list-style-type: none"> - Normal uncomplicated deliveries. Men's Health: HIV, AIDS, Sexually Transmitted Infections & Tuberculosis Programme: <ul style="list-style-type: none"> - Voluntary Counseling & Testing (VCT); - Prevention of Mother to Child Transmission (PMTCT); - Assessment & referral for Antiretroviral Therapy; - Antiretroviral down-referrals; - Post Exposure Prophylaxis; - Comprehensive Care, Management & Treatment; - Sexually Transmitted infections; and - Tuberculosis. Acute & Chronic Diseases Management: <ul style="list-style-type: none"> - Acute Curative Care; and - Chronic Diseases Management. Health Information, Education & Communication: Emergency Care: <ul style="list-style-type: none"> - Management of medical & surgical emergencies. Specialised Services: <ul style="list-style-type: none"> - Secondary Level Mental Health Services; and - Oral Health (Dentistry). Rehabilitation Services: <ul style="list-style-type: none"> - <u>Only</u> selected facilities with Rehabilitation Team; and - Screening & management of disabilities. 	Seven (7) days a week Midwifery services are rendered 24 hours a day seven (7) days a week

H2	Definition	Service Hours
	<p>COMMUNITY DAY CENTRE: Renders broad range of PHC Service Package but not Maternity & Obstetric Services: Child Health Services:</p> <ul style="list-style-type: none"> - Expanded Programme on Immunisation; - Vitamin A supplementation; - Protein Energy Malnutrition (PEM) Programme; - Integrated Management of Childhood Illnesses; and - Growth monitoring and developmental screening. <p>Women & Maternal Health:</p> <ul style="list-style-type: none"> - Family Planning; - Antenatal Care; - Postnatal Care; - Counseling & referral for Termination of Pregnancy; and - Cervical cancer screening. <p>Men's Health: HIV, AIDS, Sexually Transmitted Infections & Tuberculosis Programme:</p> <ul style="list-style-type: none"> - Voluntary Counseling & Testing (VCT); - Prevention of Mother to Child Transmission (PMTCT); - Assessment & referral for Antiretroviral Therapy; - Antiretroviral down-referrals; - Post Exposure Prophylaxis; - Comprehensive Care, Management & Treatment; - Sexually Transmitted infections; and - Tuberculosis. <p>Acute & Chronic Diseases Management:</p> <ul style="list-style-type: none"> - Acute Curative Care; and - Chronic Diseases Management. <p>Health Information, Education & Communication: Emergency Care:</p> <ul style="list-style-type: none"> - Management of <u>minor</u> medical & surgical emergencies. <p>Specialised Services:</p> <ul style="list-style-type: none"> - Secondary Level Mental Health Services; and - Oral Health (Dentistry). 	<p>Five (5) days a week Renders extended service hours</p>

H2	Definition	Service Hours
	<p>CLINIC (FIXED CLINIC): Renders basic PHC Service Package: Child Health Services:</p> <ul style="list-style-type: none"> - Expanded Programme on Immunisation; - Vitamin A supplementation; - Protein Energy Malnutrition (PEM) Programme; - Integrated Management of Childhood Illnesses; and - Growth monitoring and developmental screening. <p>Women & Maternal Health:</p> <ul style="list-style-type: none"> - Family Planning; - Antenatal Care; - Counseling & referral for Termination of Pregnancy; and - Cervical cancer screening. <p>Men's Health: HIV, AIDS, Sexually Transmitted Infections & Tuberculosis Programme:</p> <ul style="list-style-type: none"> - Voluntary Counseling & Testing (VCT); - Prevention of Mother to Child Transmission (PMTCT); - Assessment & referral for Antiretroviral Therapy (Staging); - Antiretroviral down-referrals (<u>only</u> selected facilities); - Post Exposure Prophylaxis; - Comprehensive Care, Management & Treatment; - Management of Sexually Transmitted infections; and - Management of Tuberculosis. <p>Acute & Chronic Diseases Management:</p> <ul style="list-style-type: none"> - Acute Curative Care; - Chronic Diseases Management; and - Primary Mental Health Care (follow-up of down-referred Mental Health patients). <p>Health Information, Education & Communication: Emergency Care:</p> <ul style="list-style-type: none"> - Management of <u>minor</u> medical & surgical emergencies. <p>Specialised Services:</p> <ul style="list-style-type: none"> - Secondary Level Mental Health Services (<u>only</u> selected facilities); and - Oral Health (<u>only</u> selected facilities). 	<p>Monday to Friday</p>

H2	Definition	Service Hours
	<p>SATELLITE CLINIC: Renders most components of basic PHC Service Package: Child Health Services:</p> <ul style="list-style-type: none"> - Expanded Programme on Immunisation; - Vitamin A supplementation; - Protein Energy Malnutrition (PEM) Programme; - Integrated Management of Childhood Illnesses; and - Growth monitoring and developmental screening. <p>Women & Maternal Health:</p> <ul style="list-style-type: none"> - Family Planning; - Counseling & referral for Termination of Pregnancy; and - Cervical cancer screening. <p>HIV, AIDS, Sexually Transmitted Infections & Tuberculosis Programme:</p> <ul style="list-style-type: none"> - Voluntary Counseling & Testing (VCT); - Sexually Transmitted infections; and - Tuberculosis. <p>Acute & Chronic Diseases Management:</p> <ul style="list-style-type: none"> - Acute Curative Care; and - Chronic Diseases Management. <p>Health Information, Education & Communication</p>	One (1) to three (3) day services
	<p>HEALTH POST: Renders limited PHC Service Package: Child Health Services:</p> <ul style="list-style-type: none"> - Expanded Programme on Immunisation; - Vitamin A supplementation; - Protein Energy Malnutrition (PEM) Programme; - Integrated Management of Childhood Illnesses; and - Growth monitoring and developmental screening. <p>Women & Maternal Health:</p> <ul style="list-style-type: none"> - Family Planning. <p>HIV, AIDS, Sexually Transmitted Infections & Tuberculosis Programme:</p> <ul style="list-style-type: none"> - Voluntary Counseling & Testing (VCT); and - Sexually Transmitted infections. <p>Acute & Chronic Diseases Management:</p> <ul style="list-style-type: none"> - Acute Curative Care; and - Chronic Diseases Management. <p>Health Information, Education & Communication</p>	One (1) to three (3) day services

H2	Definition	Service Hours
	<p>MOBILE CLINIC: Renders limited PHC Service Package: Child Health Services:</p> <ul style="list-style-type: none"> - Expanded Programme on Immunisation; - Vitamin A supplementation; - Protein Energy Malnutrition (PEM) Programme; - Integrated Management of Childhood Illnesses; and - Growth monitoring and developmental screening. <p>Women & Maternal Health:</p> <ul style="list-style-type: none"> - Family Planning. <p>Health Information, Education & Communication</p>	One (1) day a week per mobile point. Operational one (1) to five (5) day services
H3	Primary Health Care Service Standards	
	Readily accessible information on operational times and services being rendered at facility	Displayed at the entrance of every facility and on facility name board
	Community Health Centres	Broad range of PHC Service package 24 hour services at Midwife Obstetric Units (MOUs)
	Community Day Centres	Broad range of PHC Service package No maternal obstetrics services
	Clinics (Fixed Clinics)	Basic PHC Service Package No maternal obstetrics services Limited specialized services Monday to Friday services Extended hours – at selected facilities on Saturdays
	Satellite Clinic	Limited PHC service package One (1) to three (3) day services
	Health Post	Limited PHC service package. Mainly child health & family planning One (1) to three (3) day services

	Mobile Clinic	Limited PHC service package Mainly child health & family planning One (1) day a week per mobile point Operational one (1) to five (5) day services
H3	Primary Health Care Service Standards	
	Personnel workload	30 to 35 patients per nurse per day
	Customer friendly services (Put people first)	Batho Pele Posters displayed in each waiting area Patients Right Charter displayed in each waiting area Personnel trained in Batho Pele Principles & Patients' Right Charter
	Complaints Management System	Suggestion box available at each facility in the waiting area All inputs into the suggestion box to be analyzed and acted on monthly
	Free primary health care services	Children under six (6) years Pregnant women Indigent citizens
	Accessibility to PHC Services	Health facility within two (2) to four (4) kilometre radius Operational hours according to type of facility Render services during lunch times (flexi lunch breaks)

H4	Other Public Health Services available (Gauteng Provincial Services)	
	District Hospital: <ul style="list-style-type: none"> Germiston Hospital. Secondary Hospitals: <ul style="list-style-type: none"> Tembisa Hospital; Far East Rand Hospital; Pholosong Hospital; Natalspruit Hospital; Tambo Memorial Hospital; and Medico-Legal Services (Forensics and Mortuaries). Tertiary Hospitals: <ul style="list-style-type: none"> Helen Joseph Hospital; Johannesburg General Hospital; Chris Hani Baragwanath Hospital; Coronation Hospital; and St John's Eye Hospital. 	Level 1 Hospital 24 hour services Level 2 Hospitals 24 hour services Level 3 Hospitals 24 hour services
H5	COMMUNITY DEVELOPMENT SERVICES	
	Developmental projects aimed at the different target groups: <ul style="list-style-type: none"> Women and Children projects; Youth and Men projects; and Elderly and Disabled Persons projects. 	Continuous projects
	Household Food Security (acute food relieve): <ul style="list-style-type: none"> Food gardens; and Cooperatives. 	
	Early Childhood Development (provide educational stimulation and nutrition for pre-schoolers): <ul style="list-style-type: none"> Formal crèches; and Informal crèches. 	
	Family development centres (skills development, recreation) <ul style="list-style-type: none"> Formal enrichment programmes for the family. 	
	Indigent application approval process	One (1) month*
	*SUBJECT TO SCREENING PROTOCOL BEING COMPLETED AND PROVIDED THAT THE CUSTOMER SUBMITTED ALL RELEVANT DOCUMENTATION	
H6	COMMUNITY PARTICIPATION	
	<ul style="list-style-type: none"> PHC Facility Committees. Ward Health Sub-committees. Ward Committees. 	At least one (1) meeting in a month
	<ul style="list-style-type: none"> Ward AIDS forum. EMM AIDS Council. 	At least one (1) meeting in a month At least one (1) meeting in three (3) months

H7 Clinic Building and Upgrading Programme	
UPGRADING FACILITIES: <ul style="list-style-type: none"> Disabled Friendly Initiative; and Youth Friendly Initiative. 	Medium term budget 2009 to 2012
NEW CLINICS OPERATIONALISED: <ul style="list-style-type: none"> Van Dyk Park Clinic; Greenfields Clinic; Albert Luthuli Clinic; and Endayeni. 	Operational from March 2008
NEW CLINICS PLANNED: <ul style="list-style-type: none"> Katlehong North Clinic; Vosloorus Poly Clinic; Tamaho Clinic; Germiston City Clinic; Tsakane Ext 10 Clinic; Reedville Clinic; Ward 83 Clinic; Slovo Park Clinic; White City Clinic; Winnie Mandela Clinic (Tswelopelo); Wannenburg Clinic; and Phomolong Clinic. 	Medium term budget 2009 to 2012

Customer responsibility

Our customers must undertake to:

- Respect the Health Workers;
- To care for and keep their health records safe and bring it with to the health facility with each visit;
 - To utilize health services effectively; and
 - To discard expired and unused medication safely (pharmacies or health facilities).

ENVIRONMENTAL HEALTH

Our existence centers around the protection, conservation and improvement of the environment and the quality of life through an integrated approach.

EH1 Air quality management	
Diesel driven vehicles testing	50 vehicles per month
Ambient air monitoring	24 hours monitoring
Registration of fuel burning appliances	Acknowledge receipt within three (3) working days. Inspection within five (5) days Notice/ registration within two (2) working days
EH2 Food safety	
Inspection of food premises	Once per month
Non-food premises inspection	Once in three (3) months
Application of certificate of acceptability (COA)	Acknowledge receipt within three (3) working days
Inspection of premises for issuing of COA	Within five (5) working days
Issuing of COA / requirement	Within 14 working days
Sampling at milk parlours and other food premises	Once a month
EH3 Disposal of the dead	
Inspection of funeral undertakers	Once a month
Application for certificate of competence (CoC)	Acknowledge receipt within three (3) working days. Inspection within five (5) working days Registration / notice within 21 working days Note: in case of objections the development tribunal arbitration process will be followed
Exhumation of bodies	Application acknowledgement within three (3) working days. Availability of EHP on the day set in the exhumation order
EH4 Surveillance of premises	
Child care institution inspections	Once a month
Accommodation facilities	Once in three (3) months
Issuing of health certificates	Acknowledge receipt within three (3) working days. Inspection within five (5) working days. Issue/notice within 21 working days
EH5 Handling of complaints	
Investigations of complaints received	Within 72 hours
Complaints referral to other departments	Within 72 hours after investigation of complaint Within one (1) day if the complaint is to be investigated by that department
Feedback to complainant	Within 24 hours after investigations

EH6	Vector control	
	Elimination of bees at council premises	Within 24 hours
	Rodent control in public places – complaints	Within 48 hours
EH7	Noise control	
	Assessment for referred complaints	Within 48 hours
	Report of assessment	Within 10 working days
	Noise nuisance complaints	Refer to Metro Police & SAPS immediately
EH8	Control of communicable diseases	
	Notification response	Within 48 hours
EH9	Law enforcement	
	First notice	Within seven (7) working days
	Final notice	Within 21-30 working days
	Issuing of spot fines	Immediately
	Prosecution	After expiry of final notice (to be determined by legal and administrative services process)
Waste management		
EH10	Round collection refuse removal	
	Domestic	Once a week
	Business	One (1) to five (5) times weekly
	Industrial	One (1) to five (5) times weekly
	Bulk (skip bins) container services	
	Business and industry	Per agreement. Minimum once a month; maximum daily
	Adhoc	On request, three (3) days bin standing time
EH11	Litter picking	
	CBD areas	Per route schedule (minimum once daily)
	Entrance & feeder routes	Once weekly
	Industrial areas	Per schedule (minimum once weekly)
EH12	Carcass removal	
	SPCA	Once weekly
	At veterinary services	Once weekly
	Adhoc	Per request

EH13	Waste disposal sites	
	Mini-waste (garden waste) disposal sites	Available seven (7) days weekly (07:00 to 18:00, except on Christmas Day)
	Transfer stations (Nigel, Heidelberg Road - Alberton, Hennie Alberts - Alberton, Sebenza, Edenvale, Highveld Road, Kempton Park)	Available seven (7) days weekly (07:00 to 18:00, except on Christmas Day)
	Landfill sites (Platkop, Rietfontein, Weltevreden, Rooikraal, Simmer & Jack)	Available seven (7) days weekly (07:00 to 18:00, except on Christmas Day)
	Acceptance of de-listed waste/co-disposal/treated medical waste (Rietfontein)	Available seven (7) days weekly (07:00 to 18:00, except on Christmas Day)
	Disposal of asbestos solids and powder (Platkop)	Available seven (7) days weekly (07:00 to 18:00, except on Christmas Day)
	Clearing of illegal dumping	Per request subject to availability of funding
	Rehabilitation of closed landfill sites (outstanding site – Tembisa)	Subject to relocation of settlement
	Waste management advisory services	On request
EH14	Parks	
	Turf grass maintenance	
	Flagship parks / civic centres	Once a week
	Developed parks	Once a week
	Undeveloped parks	Once a month
	Open spaces	Once a month
EH15	Cemeteries	
	Active	Once a week
	Inactive	Once a month
	General complaints	Within seven (7) working days
EH16	Arboriculture	
	Tree planting programme	100 fruit trees per CCC per annum. 500 street trees.
	General complaints	Response is given within five (5) – seven (7) working days. Emergencies within 24 hours. Picking of branches is dealt within seven (7) working days. Private trees contact details will be provided
EH17	Urban landscaping	
	Weeding	Once a month
	Playground equipment	Repairs within 24 hours. Replacement of playground equipment – five (5) years
	Water features	Repaired within 14 working days
	Decorations of mayoral office	Within seven (7) working days
	General decoration requests	Within 14 working days
	Development of parks	Within three (3) years

EH18	Conservation	
	Excess stock	Auction is done bi-annually
	Council animal complaints	Within 24 hours
	Maintenance of wetlands	Within seven (7) working days
EH19	Cemeteries	
	General requests	Within 48 hours
	Burial request: Muslims and Jews	Burial within 24 hours
	Weekend burials	Cut-off is Thursdays @ 13:00
	Exhumations	Within 14 working days
	Cremations	Within seven (7) working days, subject to demand
	Location of graves	Within five (5) working days
	Other enquiries	Immediately
EH20	Facilities *	
	Hiring of lapas	Booking required 48 hours in advance, subject to availability
	Rental of open spaces	Within seven (7) days
	Usage of regional parks	Within three (3) months
	* NOTE : ELECTRICITY SUPPLY CANNOT BE GUARANTEED IN VIEW OF LOAD SHEDDING.	
	Emergencies	24 hours
Environmental management		
EH21	Processing of development applications	
	Environmental impact assessments (EIA)	30 days as per legislative requirement
	Environmental management plans (EMP)	60 days as per legislative requirement
	Internal applications	14 working days
	Environmental awareness campaigns	As per departmental yearly calendar and action plans
	Environmental complaints	Five (5) working days
	Environmental reporting	30 working days
	Land applications	Within 10 working days
	New developments	Within seven (7) working days
	Environmental management plans	Within 60 working days

HOUSING

We exist in order to provide safe, reliable, uniform and consistent services in the following fields:

- Housing planning and policy;
- Housing project implementation;
- Housing support services; and
- Property and institutional services.

To each one of our customers.

HO1	Emergency/Disaster	
	Involvement and attending to life threatening situations such as sinkholes, floods, fire, etc	One stop or one (1) working day
	Housing related enquiries: <ul style="list-style-type: none"> • Queuing; • Provincial waiting list; • Rental stock (waiting list); and • Issuing of title deeds. 	30 minutes Four (4) minutes Four (4) minutes Four (4) minutes
	Capturing: <ul style="list-style-type: none"> • Provincial waiting list; and • Rental stock(waiting list). 	10 minutes 10 minutes
	Maintenance; <ul style="list-style-type: none"> • Rental Stock. 	Four (4) weeks

COMMUNITY SAFETY

The Disaster Management Centre and Communications Services, Emergency Services and Licensing Services exist in order to provide a world class, effective and efficient service at a fair and acceptable cost, to each one of our customers.

Disaster Management Centre & Communications Services and Emergency Services

CALL TAKING AND DESPATCHING STANDARDS: LIFE THREATENING CALLS

Type of Call	Maximum call taking time (in minutes)	Maximum despatching time to service provider (in minutes)	Total (in minutes)
Ambulance	1,5	1,5	3
Fire	1,5	1,5	3
Metro Police	1,5	1,5	3

- NOTE: The availability of resources cannot be controlled by the Dispatching Centres and so maximum dispatch time may exceed 1,5 minutes.

Service Standards are laid down by a Memorandum of Agreement.

Urban Areas	Response time to 80% of priority one patients must be within 15 minutes.
Rural Areas	Respond to 80% of priority one patients must be within 40 minutes.

NOTE: The entire service area of Ekurhuleni is deemed to be urban.

FIRE SERVICES

Service Standards are laid down by the SANS code 10090:2003

Risk Category	Maximum call receipt & despatching time (in minutes)	Turnout time (in minutes)	Maximum appliance travel time (in minutes)	Maximum total attendance time (in minutes)
A: Central Business districts & industrial areas of large towns (risk of life & fire loss is expected to be high)	2	1	5	8
B: Central Business districts & industrial areas of smaller towns (risk of life & fire loss is expected to be moderate)	2	1	7	10
C: Residential areas of conventional construction	2	1	10	13
D: Rural areas with limited buildings	2	1	20	23
E: Special risks eg large shopping centres, informal settlements, hospitals, prisons, airports, petrochemical plants	Within the requirement of the appropriate risk category above			

LICENSING SERVICES

L1	Providing registration and licensing services	
	Registration of vehicles	45 minutes
	Renewal of vehicle licenses	30 minutes
	Duplicate registration certificate	Three (3) days
	Deregistration of vehicles	30 minutes
	Status change – errors eg chassis/engine number	21 days
	Tara changes	21 days
L2	Providing special services	
	Bulk registration	24 hours
	Speed services – drive through	15 minutes
L3	Payment Methods	
	Cheque	
	Cash	
	Account	
L4	Restoration of system E-NaTIS	
	One station affected	One (1) – two (2) days
	Three stations or more	Less than a week
L5	Notice of planned interruptions	
	Systems change NaTIS to E-NaTIS	One (1) week
	Work done to improve capacity of system	Two (2) days
	Maintenance /repairs	Two (2) days

L6	Quality of services	
	Partnership with Gauteng Province through supplier TASIMA	<p>Ensure the functionality and availability of NaTIS at all Registering and Testing Authorities in the knowledge that the operational environment of the Registering and Testing Authority is dependent on the efficient operation of the NaTIS, and will therefore:</p> <p>Supply, install and commission the required computer equipment needed to access and use the NaTIS in the Metro</p> <p>Maintain, repair and replace the said computer equipment</p> <p>Keep the responsibility for the installation, moving and configuration of all computer equipment on the premises of the Metro</p>
	Complaints from clients	Continuous reduction of number of complaints
L7	Non-core services	
	Public awareness campaign	Annually
	Open days	Annually
L8	Providing a testing service for motor vehicles and drivers	
	Testing of learner's licence	One (1) hour
	Testing of driver's licence	45 minutes
	Issuing of learner's licence	15 minutes
	Issuing of temporary driver's licence	10 minutes
	Manufacturing of card type driver's licence	Six (6) weeks
	Renewal of card type driver's licence	15 minutes
	Application of professional driving permit (PrDP)	20 minutes
	Testing of motor vehicles for roadworthiness	30 minutes
	Issuing of a roadworthy certificate	10 minutes
	Issuing of Instructor certificate	15 minutes
L9	Satellite Renewal Centre	
	Renewal of card type driver's licence	20 minutes

FINANCE

We exist in order to manage the Finance business of Ekurhuleni and to provide accurate municipal accounts to each one of our customers.

F1 Query functions		
	Time spent in queue	20 minutes
	Time taken to provide a duplicate statement	Two (2) minutes
	Time taken to provide reading and financial details on electricity and water consumption	10 minutes
	Time taken to provide details on a water leak	15 minutes
	Time taken to resolve a misallocation of a payment	15 minutes
	Time taken to open a new municipal services account – existing services	20 minutes
	Time taken to open a new municipal services account – first time account	20 minutes
F2 Cashier functions		
	General condition of payment facilities	Clean and well maintained
	Time spent in queue	10 minutes
	Processing of payment	4 minutes
	Prepayment meter vending point access – at paypoints	At every cashier point
	Prepayment meter vending point access – in Ekurhuleni	Private vendors, within five (5) kilometres from residence
	Time taken to complete prepayment transaction	1 minute
F3 Deposits		
	Existing connection	20 minutes
	Vacant stand	30 minutes
	Final – move out	15 minutes
F4 Clearance certificates		
	Issue clearance figures	10 working days
	Issue clearance certificates	Three (3) working days
	Issue of valuation certificates	Two (2) days
	Assessment rates queries	10 minutes
F5 Credit control functions		
	Concluding of an agreement to pay off arrears	20 minutes
	Disconnections for non-payment	14 days after due date
	Reconnections following payment	From three (3) hours to no later than the first working day after full payment of fees
F6 Creditor Payments		
	Time taken to register a new supplier	Five (5) working days
	Time taken to produce an official order	Five (5) working days
	Time taken to pay a supplier electronically	12 working days
	Time taken to pay a supplier - cheques	16 working days

F6 Creditor Payments		
	Electronic Mailing of remittances in respect of electronic payments	Four (4) working days
	Electronic Mailing of remittances in respect of Special Payments	Same day
	Mailing of remittances in respect of cheques	Two (2) days
	Preparation of creditor statement on request	Five (5) working days
	Contract certificate payments: first audit	Two (2) working days
	Verification and signature	Two (2) working days
	Final signature	Two (2) working days
	Capturing and payment	Two (2) working days
	ELE's specials if accurate and correct documentation is received by 10:00	
	Department on correctness and delivery time of documents and processes to be done by department between first audit and verification	
F7 Bids		
	Time taken to issue appointment letters to successful bidders after a resolution has been taken by the Bid Adjudication Committee*	Four (4) working days
	Time taken to award a bid after the closing date of the bid*	45 working days
	Time taken to respond to enquiries/complaints by suppliers and service providers	14 working days
F8 Procurement functions		
	Time taken to obtain quotes below R30 000	Two (2) working days
	Time taken to advertise a quote above R30 000	Nine (9) calendar days
	Time taken to evaluate quotes after close	Four (4) working days
	Time taken to generate "emergency purchase orders"	One (1) working day
	Time taken to pay SMMEs	14 working days
	Time taken to register bidders after close of quotes	1.5 working days
F9 Budget Office		
	Processing of budget re-allocation requests (after approval by DCMs, CM and MMC)	Two (2) days
	Processing of costing timesheets	All timesheets received prior to calendar month-end processed before releasing monthly results
	Render financial comments – unless further interaction is required with the department	Five (5) days
	Submission of monthly financial results	10 th working day of each month

SPORT, RECREATION, ARTS AND CULTURE

We exist in order to ensure the promotion and coordination of sport, recreation, cultural activities and provision of library services. Through these services, we aim to contribute to social cohesion, peaceful society and a creation of enabling environment for sport, recreation and culture to flourish.

The scope of services offered is as follows:

- Render community sport and recreation development services;
- Research on the needs in communities for sport development;
- Marketing of sport development programmes;
- Rendering of sport and recreation development services in communities by promotion of mass sport participation within communities;
- Promote and coordinate performing arts services to ensure people development and job creation;
- Promote and co-ordinate visual and creative art services to ensure skill development, job creation and contribute toward poverty alleviation;
- Administer declared heritage facilities towards urban renewal and cultural identity;
- Render museum and heritage services to ensure people development and social cohesion;
- Promote multilingualism;
- Provide library and information services to communities; and
- Manage archival records.

S1	Provision of facilities	Hours Available
	Libraries	Six (6) days a week (pending Council resolution on library hours)
	Mobile Libraries (Brakpan, Benoni, Springs and Germiston)	Three (3) days a week
	Art Centres	Seven (7) days a week
	Theatres	Seven (7) days a week
	Art Galleries	Seven (7) days a week
	Amphitheatres	Seven (7) days a week
	Museums	Six (6) days a week
	Stadiums	Seven (7) days a week
	Informal Soccer fields	Seven (7) days a week
	Swimming Pools	Seven (7) days a week
	Community Halls and Recreation/Youth Centres	Seven (7) days a week
	Internet Kiosks within libraries	Six (6) days a week

S2	Provision of programmes	
	Arts and Sport development	Daily
	Recreation – holiday programmes	Holidays
	Craft Education	Daily
	Literacy and Reading	Daily
	Indigenous Knowledge Systems	Daily
	Specialized services (Sport Academy)	As per specific code requirements
	Library Media Collection	Yearly
S3	Hosting of National and International Events	
	Arts and Sport Events	As per events calendar
	Music Festivals	As per events calendar
	Aquatic events	As per events calendar
S4	Maintenance of Facilities	
	Cleaning	Daily
	Grass cutting (Sport, Recreation, Arts and Culture Facilities)	Twice per week (in rainy season)
	Repairs to structural defects (in consultation with Building Maintenance)	Per norms and standards
	Conservation of Heritage Sites	Per conservation plan
S5	Upgrade of facilities	
	Renovations	Per project plan
	Major upgrades	Per project plan
S6	Community Participation	
	Media enquiries	As per deadline
	Consultative Forums	Quarterly
	Workshops	Set programme

CITY DEVELOPMENT

This department exists to ensure coordinated and harmonious development of the Ekurhuleni municipal area in such a manner that it will most effectively promote the health, safety, good order, amenity, convenience and general welfare of the area and its people as well as ensure a sustainable and effective human settlement area. The City Development Department has the following core responsibilities:

- **Land Use Management:**
 - To implement a uniform Land Use Management System;
 - To process applications speedily;
 - To control land use effectively; and
 - To provide development advice.
- **Spatial Planning:**
 - To prepare and develop Metropolitan Spatial Development Framework;
 - To formulate development policy (Local Spatial Development Frameworks);
 - To manage strategic special project/programmes;
 - To liaise with stakeholders at strategic planning level;
 - To provide information and support in terms of spatial planning; and
 - Spatial Form and Urban Regeneration.
- **Planning Support Services:**
 - To establish and provide relevant data/information;
 - To perform specific GIS projects/research;
 - Provide for land survey and registration; and
 - Provide for GIS support and analysis.
- **Urban Renewal:**
 - Urban regeneration projects for the nine towns.
- **Integrated Transport Planning:**
 - Uniform transport plan for improvement of transport systems for integration of Ekurhuleni with the rest of Gauteng Province.
- **Environmental Planning:**
 - Environmental Management and implementation of EMF open systems policy.

City Development service standards

C1	Township establishment	
	Acknowledgement of receipt	Four (4) days
	External circulation	60 days
	Internal circulation	Four (4) weeks
	Advertisement time for objections	28 days
	Without objections and comply with policy: Decision	Five (5) weeks
	Without objection and against or no policy: Decision	Five (5) weeks
	If objections received, objections to applicant for comments, draft conditions of establishment	Nine (9) weeks

C1	Township establishment	
	If objection report to Tribunal	Three (3) months
	Appeal by owner or objector (MEC decision)	12 months
	If objection, Tribunal approve. Final layout from owner	Six (6) weeks
	Council requests erf numbers	Four (4) weeks
	General Plan for approval to Surveyor General	Six (6) weeks
	Compliance with pre-proclamation conditions. Section 101 certificate issued	Eight (8) weeks
	Removal of title conditions and opening of township register by owner	Three (3) months
	Service agreement and Section 82 certificate	Five (5) weeks
	Finalize Section 125 Scheme	Three (3) weeks
	Council places proclamation notices	Five (5) weeks
C2	Rezoning	
	Acknowledgement of receipt	Four (4) days
	External circulation	60 days
	Internal circulation	Four (4) weeks
	Advertisement time for objections	28 days
	Without objections provide comments to applicant to accept draft conditions of approval	Six (6) weeks
	Without objections and comply with policy: Decision	Six (6) weeks
	Without objection and against or no policy: Decision	Seven (7) weeks
	If objections received, objections to applicant for comments	Six (6) weeks
	If objection report to Tribunal	Three (3) months
	Appeal by owner or objector (MEC decision)	12 months
	If objection, Tribunal approve. Owner accepts conditions	Six (6) weeks
	Applicant accepts amended conditions if applicable	Four (4) weeks
	Council compiles Map 3 documents	Six (6) weeks
	Council places promulgation notices	Six (6) weeks
	Owner notified to pay contributions prior to transfer	Four (4) weeks
C3	Removal of restrictions	
	Acknowledgement of receipt	Four (4) days
	Internal circulation	Four (4) weeks
	Advertisement registered letters to neighbours	28 days
	Without objections provide comments to applicant to accept draft conditions of approval	Six (6) weeks
	Without objections and comply with policy: Decision	Five (5) weeks
	Without objection and against or no policy: Decision	Seven (7) weeks
	If objections received, objections to applicant for comments	Six (6) weeks
	If objection report to Tribunal	Three (3) months
	Appeal by owner or objector (MEC decision)	12 months
	Applicant/ objector notified of decision including reasons	Six (6) weeks

C3	Removal of restrictions	
	Council places gazette notice	Six (6) weeks
	Title deed holder notified to forward title deed to Registrar of Deeds	Four (4) weeks
C4	Consent use application	
	Acknowledgement of receipt	Four (4) days
	Internal circulation	Four (4) weeks
	Advertisement registered letters to neighbours	28 days
	Without objections provide comments to applicant to accept draft conditions of approval	Six (6) weeks
	Without objections and comply with policy: Decision	Five (5) weeks
	Without objection and against or no policy: Decision	Seven (7) weeks
	If objections received, objections to applicant for comments	Six (6) weeks
	If objection report to Tribunal	Three (3) months
	Appeal by owner or objector (MEC decision)	12 months
	Applicant/objector notified of decision including reasons	Six (6) weeks
	Applicant accepts conditions	Six (6) weeks
	Owner notified to pay external service contributions	Four (4) weeks
	Issuing of zoning certificates	One (1) day
	Handling of contraventions	Three (3) months
	Acknowledgement of receipt	Four (4) days
	Handling of queries (depending on type of query)	One (1) week

LEGAL AND ADMINISTRATIVE SERVICES

The list of administrative services and their influence on our customers:

- Our customers expect swift administrative action following a council resolution regarding:
 - Passing or amendment of a by-law;
 - Passing or amendment of a tariff;
 - Approving or amendment of a policy; and
 - Approving or amendment of a delegation of power.
- Our customers expect swift administrative action following a mayoral resolution regarding:
 - Approving or amendment of a policy; and
 - Approving or amendment of a delegation of power.
- Our customers expect to be informed of new by- laws, tariffs, policies and delegated powers in a swift and effective manner.
- Our customers expect that all the legal requirements set in terms of the relevant legislation be met in the processes followed.

Legal and Administrative Consultation Process

The process of consultation reaches its final step in respect of the administrative processes followed in the promulgation of by-laws, tariffs and the recording of policies and delegations in the respective registers. The process only commences as soon as a resolution of Council, Mayoral Committee and in certain policy instances, the Corporate Services Portfolio Committee has been taken.

The first step in the promulgation of by-laws and tariffs is the advertising of the intention in the approved news media and municipal notice boards, inviting the community to inspect the documents. The next step is the publishing of the full by-law or tariff in the Gauteng Provincial Gazette. The tariffs with an effective date are published on the Ekurhuleni website, intranet and e-mailed to all institutions and departments who indicated that they require a copy. The by-laws are only made available as an approved by-law on the Ekurhuleni website, intranet and e-mailed to all institutions and departments who indicated that they require a copy, on the day of publication in the Gauteng Provincial Gazette.

Policies and delegations are converted and entered into the relevant registers which are published on the intranet and e-mailed to all the departments who indicated that they require a copy.

Legal and Administrative Service Standards

L1	Promulgating a Council passed or amended By-Law	
(a)	Requesting payment for the inspection notice in the Gauteng Provincial Gazette	Within five (5) working days after receiving the Council minutes
(b)	Placing order with the Gauteng Provincial Gazette	10 days prior to date of publication or alternatively 10 days after verification of transfer of payment to the government printer

L1 Promulgating a Council passed or amended By-Law		
(c)	Placing of notice in the relevant newspaper which date coincide with the date advertised in the Gauteng Provincial Gazette	Four (4) days before publication date
(d)	Copies of the report, minutes and notice to the Legal and Administrative Services Managers at Customer Care Centres	Seven (7) days prior to publication date.
(e)	Inspection period	30 days from publication date.
(f)	Requesting payment for the final notice in the Gauteng Provincial Gazette	Within five (5) working days after the end of the 30 days inspection period
(g)	Placing Order with the Gauteng Provincial Gazette	10 days prior to date of publication or alternatively 10 days after verification of transfer of payment to the government printer
(h)	Publication on Ekurhuleni website, intranet and e-mail to all institutions and departmental By-Laws	On the day of publication in the Gauteng Provincial Gazette
L2 Promulgating a Council approved or amended tariff		
(a)	Placing of notice in the relevant newspaper which date coincide with the date advertised in the Gauteng Provincial Gazette	Four (4) days before publication date after receiving the Council Minutes
(b)	Copies of the report, minutes and notice to the Legal and Administrative Services Managers at Customer Care Centres	Four (4) days prior to publication date.
(c)	Inspection period	30 days from publication date.
(f)	Requesting payment for the final notice in the Gauteng Provincial Gazette	Within five (5) working days after the end of the 30 days inspection period
(g)	Placing order with the Gauteng Provincial Gazette	10 days prior to date of publication or alternatively 10 days after verification of transfer of payment to the government printer
(h)	Publication on Ekurhuleni website, intranet and e-mail to all institutions and departments the approved tariffs	At least 10 days prior to effective date
L3 Incorporation of Council / Mayoral Committee / Corporate Services Portfolio approved Policies in the Ekurhuleni Metropolitan Municipality's Policy Register		
(a)	Convert and edit approved policy in the format required	Within eight (8) working days after receiving the Council minutes
(b)	Publication on intranet and e-mail to all departments	Two (2) days
L4 Incorporation of Council / Mayoral Committee approved Delegations in the Ekurhuleni Metropolitan Municipality's System of Delegated Powers		
(a)	Convert and edit approved delegation in the format required	Within 10 working days after receiving the Council minutes
(b)	Publication on intranet and e-mail to all departments	Two (2) days

COMMUNICATIONS AND MARKETING

The key focus of the Communications and Marketing Department is to inform and educate all internal and external stakeholders of the Ekurhuleni Metropolitan Municipality on Council policies, procedures, projects, resolutions, initiatives and services offered.

M1	Media Liaison	
	Respond to media enquiries from the local media.	Within 48 hours
	When a request for information is transferred to another office or department, that office or department should respond within 40 hours in order for the media section to respond within 48 hours.	Within 40 hours
	Respond to media enquiries from the national media.	Within 24 hours
	If request for information is transferred to another office or department, that office or department should respond within 20 hours in order for the media section to respond within 24 hours	Within 20 hours
	Monitor media tendencies related to the Ekurhuleni Metropolitan Municipality	Daily
	Develop and disseminate media statements on services challenges and success stories	20 media releases per month
	Host the media at Council Meetings	Monthly
	Inform stakeholders on interruptions of critical services due to planned maintenance, e.g. power outages	14 days prior
	Identify interviewing opportunities	Continuous
	Media training of politicians and officials	Once off
	Request to arrange a media conference	Within 72 hours

M2 Electronic Publications		
Publish By-Laws and tariffs on the website		Continuous
Publish Public Private Partnerships on the website		Continuous
Publish Service Level Agreements on the website		Continuous
Publish awarding of bids on the website		Continuous
Advertise bids on the website		Continuous
Publish banking services on the website		Continuous
Publish top structure remuneration packages and performance agreements		Continuous
Publish the Municipal Properties Rates Act		Continuous
Publish the Integrated Development Plan and multi-year budget on the website		Continuous
Publish the Service Delivery Budget Implementation Plan on the website		Continuous
Publish financial statements on the website		Continuous
Publish inputs for the budget on the website		Continuous
Publish external loans on the website		Continuous
Publish the promotion of access of Information Act and manual on the website in multiple languages		Continuous
Publish the full-term report on the website		Every five years, then continuous
Publish the mid-term report on the website		Every two and a half years, then continuous
Publish the annual report on the website		Annually, then continuous
Publish the Growth and Development Strategy on the website		Continuous
Confirm receipt of enquiries through the website		Immediately
Respond to enquiries received through the website (how situation will be handled and by who)		48 hours
Send website enquiry through to responsible department/person		24 hours
M3 Print Publications		
Publish and distribute an external newsletter for external stakeholders		Monthly (with services accounts)
Publish and distribute an internal newsletter for staff		Bi-monthly
Publish and distribute an annual report		Annually
Publish and distribute a midterm report		Every two and a half years
Publish and distribute a full term report		Every five years
Publish and distribute the State of the City Address		Annually
Publish and distribute the Budget Speech		Annually
Publish and distribute a poster for a project for departments		10 days
Produce an invitation, programme and name tag for an event		10 days
Produce a single page pamphlet for a department		10 days
Produce an information booklet for a department, ie HR Booklet, Consumer Guide		Two (2) months
Produce an information brochure for a department		Three (3) weeks

M4 Events Management		
Book a venue for an Ekurhuleni event		Within three (3) days
Compile a programme for an Ekurhuleni event		Within three (3) days
Compile a guest list for an Ekurhuleni event		Within three (3) days
Send out an invitation for an Ekurhuleni event		Two weeks prior to event
Obtain promotional items for an Ekurhuleni event		Two (2) months
Coordinate logistics for an event		Three (3) weeks
Arrange catering for an event		Five (5) days
Obtain sponsorships (ie Mayoral Golf Day and Soccer ball Challenge)		Four (4) months
Organize high quality events in line with the approved events policy and checklist as stipulated in the policy		Continuous
To have the correct protocol in place at all functions / events		At all events
Develop a sound itinerary for high profile guests (individuals or groups)		When required
Plan and maintain a diary of events of the Special Projects section		Continuous
M5 Advertising		
Compile and update Advertising Strategy / Plan		Annually
Arrange exhibitions locally and nationally		At least four (4) per year
Advertisements in print publications		As per advertising strategy
M5 Advertising		
Arrange electronic advertisements (radio)		As per advertising strategy
Arrange billboard advertisements		As per advertising strategy
Ensure that all stakeholders understand the Ekurhuleni brand offering and rally support around the brand		Continuous
Promote Ekurhuleni with local and international markets to attract investment to the region		Continuous
Package identified investment opportunities		As and when required
M6 Marketing		
Improve the consumer's experience of the service they receive from Ekurhuleni		Four (4) campaigns per year
Offering marketing support to Ekurhuleni Departments		As and when required
Conceptualizing, designing and promoting Ekurhuleni projects		As and when required
Promoting the Ekurhuleni region for 2010		For the next two years
M7 Communication		
M7.1 External Communication		
Draft and update Corporate External Communication Strategy		Draft - every five (5) years Update - continuous
Implement strategy		Continuous
Draft Departmental Project Communication strategies		As and when required
Implement Departmental Communication Strategies		As per strategy
Give communication support to the Celebration of National Days		As per National Day

M7.2	Internal Communication	
	Draft Corporate internal Communication Strategy	Draft – every five (5) years Update – continuous
	Implement strategy	Continuous
	Draft Departmental Project internal Communication strategies	As and when required
	Implement Departmental internal Communication Strategies	As per strategy
	Give communication support to internal functions of the Council such as Employee Excellence Awards, Office Professionals Conference etc.	As and when required
	Raise awareness of Council processes and projects through the Weekly Bulletin	Weekly
	Assist departments in the publishing of internal publications such as the HR booklet and Staff Induction Pack	As and when required

ECONOMIC DEVELOPMENT

The focus of the Economic Development Department is to facilitate a conducive environment where all can participate in a wealth generating local economy by focusing on economic growth, empowerment and transformation.

The process of consultation in the Economic Development Department takes place through a multitude of forums/workshops/conferences/summits which includes the mining forum, co-operatives forum and street trading public meetings. The annual business week also forms part of the consultative process.

ED1	Facilities management	
	Time taken respond to requests on departmental facilities	Three (3) days
	Time taken to effect maintenance on departmental facilities	30 days depending on the nature of the maintenance
ED2	Appointments and payments	
	Time taken to obtain quotes below R30 000, 00	Three (3) days
	Time taken to advertise a quote above R30 000, 00	Nine (9) calendar days
	Time taken to evaluate quotes after close	Five (5) working days
	Time taken to generate an "Emergency purchase order"	Two (2) working days
	Time taken to pay SMMEs in conjunction with Finance	14 working days
	Time taken to register bidders after close of quotes	1.5 working days
	Time taken for normal payments	30 working days

INTEGRATED DEVELOPMENT PLANNING

The scope of services offered is as follows:

- Co-ordination and managing the IDP review process;
- Public participation in terms of the IDP implementation and review;
- Alignment with National and Provincial programmes; and
- Alignment with adjacent municipalities.

IDP1	Provision of facilities	
	Community participation and input to IDP	July to November and ongoing
	Departmental reviews of IDP	August to January
	Tabling the draft reviewed IDP to Mayoral Committee and Council	End of February
	Publish draft reviewed IDP for comments	March
	Public participation on draft IDP	March to April
	Submit final reviewed IDP to Council	End April
	Submit final reviewed IDP to MEC	May



Ekurhuleni
METROPOLITAN MUNICIPALITY

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