



2026/2027

IDP AND BUDGET DOCUMENTS

Annexure G – Service Level Standards

Services offered within a CCA



Finance



Information communications technology



Legal & administrative services



Human resources management & development



Health



Infrastructure services



Housing



Communication and brand management



Sports, recreation, arts & culture



Community Safety



Environmental development



City planning and development



Economic development



Integrated development



Customer care & service delivery services



Fleet management



Facilities management



Urban management

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Contact details



WHAT TO DO WHEN CONTACTING THE CALL CENTRE

086 054 3000

When you call our call centre:

- State your name in full (spell it out if possible)
- State your contact number/s
- State your address and nearest cross road (spell it out if possible)
- State the suburb and town of the incident
- State and mention nearest landmark
- State the main reason for your call
- Do not hang up, wait for the operator to finish
- Ask for the reference number and keep it safe
- Always give as much information as possible to the operator
- Get the name of the call centre operator

For assistance in an emergency please call the following numbers:
Life Threatening Emergency Line: **011 458 0911**
Toll Free Line: **10177** Cell Phone: **112**

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City of
Ekurhuleni

BATHO PELE

What Batho Pele means to staff

Service delivery to the people is central to realising government's commitment to a better life for all. *Batho Pele* (People First) promotes service excellence in the public sector and encourages the public to expect excellent service from government.

The Ekurhuleni Metropolitan Municipality embraces the Batho Pele principles in its mission, and this is what the public can expect from the Metro, which means you, the staff:

1. CONSULTATION The public can tell us what they want from us. They must also be consulted about the level and quality of services that they receive, whenever possible, and be given a choice on services that are offered.	5. INFORMATION The public should be given full, accurate information about services they are entitled to receive.
2. SERVICE STANDARDS The public should be informed of what level and quality of public service they can expect, and have a right to insist that we keep our promise.	6. OPENNESS AND TRANSPARENCY The public should be told how national, provincial and local government departments are run, how much they cost and who is in charge.
3. ACCESS All citizens should have equal access to services that they are entitled to. Departments must set targets for extending access to public servants and services and should implement special programmes for improved service delivery to physically, socially and culturally disadvantaged persons.	7. REDRESS If the promised standard of service is not delivered the public should be offered an apology, a full explanation and a speedy and effective remedy. When complaints are received you must give a sympathetic, positive response.
4. COURTESY Don't give insensitive treatment, all should be treated with courtesy and consideration.	8. VALUE FOR MONEY Public services should be provided economically and efficiently in order to give the public the best possible value for money.

1. Communication Marketing and Tourism Department

CB1	Through Print Publications:	ORIGINAL SERVICE STANDARD	NEW SERVICE STANDARD
CB1.1	Publish and distribute an external newsletter	30 Days	30 Days
CB1.2	Publish and distribute an annual report	31 May early	7 Days
CB1.5	Publish and distribute the State of the City Address	365 Days	7 Days
CB1.6	Publish and distribute the Budget Speech	365 Days	7 Days
CB1.7	Publish and distribute a poster for a project for departments	10 Days	10 Days
CB1.8	Produce invitation, programme and name tag for an event	10 Days	10 Days
CB1.9	Produce a single page pamphlet for a department	10 Days	10 Days
CB1.10	Produce an information booklet for department	60 Days	N/A
CB1.11	Produce an information brochure for a department for department	15 Days	N/A
CB1.1	Ament Content Errors: factual inaccuracies, typos and grammatical errors published by the Department	New Standard	3 Days
CB1.2	Removed Unauthorised Content Release: social media	New Standard	3 Days
CB2	Through Events and Stakeholder Engagement Sessions:		
CB2.1	Provision of comments with regards SASRIA	New Standard	3 Days
CB3.1	Response to media queries	New Standard	4 Days

Departmental response

As per current capacity and curb overtime cost as per current capacity and curb overtime cost.

New standard introduced to curb errors in communications materials.

New standard introduced to remove wrong information on digital platforms. New standard to assist with events.

New standard introduced to distribute material in short time.

Standard to be deleted as it is no longer relevant.

2. Community Safety Department

DEMS1	Emergency Call		
DEMS1.1	The time taken to answer and capture the threatening call in the Emergency Call Centre is taken and dispatched based on the SANS (Code 10090:2018 standards).	1 minute & 30 seconds (1,5)	3 minutes
DEMS1.2	The time taken to dispatch and update the threatening call in the Emergency Call Centre based on the SANS (Code 10090:2018 standards)	3 minutes	3 minutes
DEMS1.3	Total response time for emergency vehicles (rom receipt of call at Fire station to the incident by first arriving unit) based on the SANS (Code 10090: 2018 standards)	varied for different areas	14 minutes on average
DEMS1.4	Total number of incidents require Disaster Management services to respond at any given time.	All incidents	Only when five (5) or more families or

			structures are affected.
DEMS1.5	Total number of disasters require Disaster Management services to respond at any given time.	All incidents	All incidents
DEMS2	Emergency Medical		
DEMS2.1	Attendance Time at Medical Emergencies Dispatched as a Priority 1 from time of call	15 minutes	15 minutes
DEMS3	Fire		
DEMS3.1	Attendance Time at Structural Fires from time of call	14 minutes	14 minutes
DEMS3.2	Incidents Reports or Account Queries		
DEMS3.3	Incident Reports	14 Days	14 Days
DEMS3.4	Service Account Enquiries	7 Days	7 Days

EMPD1	Traffic Law Enforcement		
EMPD1.1	Approval of March Application (Sect. 205)	7 Days	
EMPD1.1	Respond to Traffic related complaints	48 DAYS	Within 1 hour
EMPD1.2	Respond to Road Traffic related Bylaw	48 DAYS	Within 1 hour
EMPD1.3	Respond to any Crime in progress reports	7 Days	Within 1 hour
EMPD1.4	Respond to vehicle accidents within	New Standard	Within 1 hour
EMPD1.5	Provision of accident reports	New Standard	Available within 48 DAYS of accident reported
EMPD 1	Road Traffic Enforcement		
EMPD1.1	Respond to Noise / Public Nuisance	7 Days	Within 1 hour
EMPD1.2	Request EMPD escort	48 Hours	48 hours
EMPD1.2	Respond to Illegal trading	48 Hours	Within 1 hour
EMPD1.3	Respond to Illegal Taxi Rank	72 hours	Within 1 hour
EMPD1.4	Respond to Illegal carwash	72 hours	Within 1 hour
EMPD1.5	Respond to livestock on public roads	24 hours	24 hours
EMPD1.6	Respond to Illegal mining	24 hours	48 hours

Departmental responses

A minute and 30 seconds was found to be practically impossible to the acknowledgement of a call and dispatch required resource as well as update the system. The new standard will assist in the acknowledgement of a call in 30 seconds and the balance of 2.5 minutes used to allocate the relevant dispatch resources and update the system.

14 minutes is an average time based on the different times given by the SANS (Code 10090:2018) for the Emergency Services to respond to the different areas classified as A, B, C.

As the incidents are not classified as disasters as per the Disaster Management Act and to curtail the cost for the city on minor incidents., D, and E.

3. Community Services Department

	Provision of Primary Health Care Services (PHC) as per the defined facility types		
	Facility Type	Service DAYS	
HSD 1	PRIMARY HEALTH CARE PATIENT EXPERIENCE		
HSD1.1	Staff Attitude	New Standard	7 days
HSD1.2	Waiting times	New Standard	7 days
HSD1.3	Available Medicines	New Standard	7 days
HSD1.4	Safe and Secure Environment	New Standard	7 days
HSD1.5	Hygiene and Cleanliness	New Standard	7 days
HSD1.6	Missing Patient Records	New Standard	7 days
HSD 1.7	Other General Complaints	New Standard	7 days
HSD 3	Community Development Services		
HSD 3.1	Indigent application approval process	30 days	7 days
	*subject to screening protocol being completed and provided that the customer submitted all relevant documentation		7 days
HSD 4	Provision of social services to vulnerable communities		7 days
HSD4.1	Abuse (child, women, men, elderly, people with disabilities) Neglect and exploitation (emotional/ financial/ physical/ sexual)	90 Days	7 days
HSD4.2	Behavioural problems amongst children and youth (uncontrollable children/teen pregnancy)	48 DAYS	7 days
HSD4.3	Family Disputes (family conflicts and maintenance)	14 Days	7 days
HSD4.4	Neighbour disputes (conflicts amongst neighbours')	14 Days	14 days
HSD4.5	Gender based Violence (Counselling)	14 Days	7 days
HSD4.6	Adult Homelessness & the Destitute	48 days	48 days
HSD6	Environmental Health		
HSD6.1	Food Safety		
HSD6.1.1	Inspection of food premises	90 Days	60 days
HSD6.1.2	Non-food premises inspection	90 Days	90 days
HSD6.1.2	Acknowledgement of Application certificate of acceptable (COA)	48 DAYS	48 days
HSD6.1.3	Inspection of premises for issuing COA	120 days	7 days
HSD6.1.4	Issuing of a COA to premises meeting the requirements		7 days
HSD6.1.5	Re-issuing of a permit COA	120 DAYS	30 days
HSD6.1.6	Sampling at milk parlours and other food premises	30 Days	30 days
HSD6.2	Disposal of the Dead		
HSD6.2.1	Inspection of funeral undertakers	Once in 90 Days	30 days
HSD6.2.2	Exhumation of bodies	2 Days	2 days
HSD6.2.3	Issuing of a COA to premises meeting the requirements	15 Days	7 days

HSD6.2.4	Re-issuing of a Certificate of Competence	120 DAYS	30 days
HSD6.3	Surveillance of Premises		
HSD6.3.1	Childcare institution inspections	90 Days	90 days
HSD6.3.2	Nursing homes	180 Days	30 days
HSD6.3.3	Old age homes/ Homes for the aged	180 Days	30 days
HSD6.4	Issuing of Health Certificate and Other Public Health Permits		
HSD6.5	Handling of Complaints		
HSD6.5.1	Acknowledge of Complaints	Within 24 DAYS	24 hours
HSD6.8	Control of communicable diseases		
HSD6.8.1	Notification response	Within 24 DAYS	24 hours
HSD6.8.2	First notice	Within 7 working Days	7 days
HSD6.9	Law enforcement		
HSD6.10	Grass cutting notices on private premises		
HSD6.11	Air quality and noise management		
HSD6.11.1	Environmental impact assessment (BA and EIA)	30 Days	30 days
HSD6.11.2	Environmental management plan comments (EMP)	60 Days	30 days
HSD6.11.3	Acknowledgment of environmental complaints	24 days	7 days
HSD6.11.4	Response to environmental complaints	48 hours	5 days
HSD6.11.7	Issue of AEL	60 Days	60 days

SPORTS, RECREATION, ARTS AND CULTURE			
SRAC1	Provision of Facilities		
SRAC1.1	Libraries	6 Days a week (pending Council resolution on library DAYS)	6 Days a week (pending Council resolution on library DAYS)
SRAC1.2	Mobile Libraries (Brakpan, Benoni, Springs and Germiston)	3 Days a week	3 Days a week
SRAC1.3	Art Centres	7 Days a week	7 Days a week
SRAC1.4	Theatres	7 Days a week	7 Days a week
SRAC1.5	Art Galleries	7 Days a week	7 Days a week
SRAC1.6	Amphitheatres	7 Days a week	7 Days a week
SRAC1.7	Museums	6 Days a week	6 Days a week
SRAC1.8	Stadiums and other sports facilities	7 Days	30 Days
SRAC1.9	Informal Soccer fields	7 Days	30 Days
SRAC1.10	Swimming Pools (During Swimming Season)	6 Days	6 Days
SRAC1.11	Provision and maintenance of Community Halls and Recreation/ Youth Centres	7 Days	30 Days
SRAC1.12	Internet Kiosks within Libraries	7 Days	7 Days

Departmental responses

Align with efficiency some services are provided for by provincial government.

Account to service delivery and complaint effectively.

4. Finance Department

F1	Clearance Certificates		
F1.1	Issue clearance figures	216 Days	216 Days
F1.2	Issue clearance certificates	216 Days	216 Days
F1.3	Issue of valuation certificates	48 Days	48 Days
F2	Credit Control Functions		
F2.1	Reconnections following payment	72 hours	72 hours
F2.1.1	Level 1	3 hours	3 hours
F2.1.2	Level 2	24 days	24 days
F2.1.3	Level 3	48 days	48 days
F3	Meter Office Functions (Water & Electricity meters)		
F3.1	Meter accuracy queries on water meters	120 days	120 days
F3.2	Meter accuracy queries on electricity meters	120 days	120 days
F3.3	Disconnections for tampering	48 days	48 days
F4	Creditor Payments		
F4.1	Time taken to register a new supplier	48 days	48 days
F4.2	Time taken to produce an official order	48 days	48 days
F4.3	Time taken to pay a supplier	15 Days	1.25 Day
F4.4	Preparation of creditor statement on request	48 Days	48 Days
F4.5	Contract certificate payments: 1 st audit	48 Days	48 Days
F4.6	Capturing and payment	15 Days	15 Days
F5	Bids		
F5.1	Time taken to issue appointment letters to successful bidders after a resolution has been taken by the Bid Adjudication Committee*	48 Days	48 Days
F5.2	Time taken to award a bid after the closing date of the bid*	108 working Days	108 Days
F5.3	Time taken to respond to enquiries/complaints by suppliers and service providers	1 day	2 Days
F6	Water and Meter (Inter-dependency)		
F6.1	Consumption High *refer to water and electricity by-laws*	60 days	30 days
F6.2	Consumption Low/Stuck *refer to water and electricity by-laws*	60 days	30 days
F6.3	Request meter reading	72 hours	72 hours
	Clock to stop counting Friday at 16h30 and start counting Monday 08h00. No count during Public holiDays.		

Departmental responses

Provide accuracy within credit control policies.

Ensure departmental responses are credible.

Provide a credible billing system and responsive to IMS queries.

5. Development Planning and Real Estate Department

CP1	Township Establishment	ORIGINAL SERVICE STANDARD	NEW SERVICE STANDARD
CP1.1	Illegal land use complaint	5 Days	5 Days
CP1.2	Building structures related complaint and investigation for dilapidated	5 Days	5 Days
CP 2	Rezoning		
CP2.1	Request for building inspection for issuance of an occupancy certificate (residential/business)	5 days	24 hours
CP2.2	Illegal Outdoor Advertising sign/billboards	5 Days	5 Days
CP3	Removal of Restrictions		
CP3.1	Acknowledgement of receipt	24 hours	24 hours
CP3.2	Close off or sinkhole investigations.	30 Days	7
CP3.3	Close off for land survey/ encroachment investigation	30 Days	30 Days
CP4	Consent use Initiation Process (Forms)		
CP4.1	Acknowledgement of receipt	24 hours	24 hours
CP4.2	Issuing of form for Certificate of Occupancy	5 days	24 hours
CP5	Consent use Application		
CP5.1	Issue for Certificate of Occupancy	5 days	24 hours
CP5.2	Issue for commencement of building prior to council approval (section 76)	30 days	5 days
CP5.3	Issue to erect a temporary structure	24 hours	24 hours
CP5.4	Issue to lease EMM property	30 days	30 days
CP5.5	Apply for a building demolition	30 days	30 days
CP5.7	Building completion certificate	30 days	5 days
CP5.8	Issue plumbing certificate	30 days	5 days
CP5.9	Submit building plans forms	30 days	5 days

ED1	General		
ED1.1	Application for a business license	1 hour	72 hours
ED1.2	Application for trading permit	1 hour	72 hours
ED2	General		
ED2.1	Approval of registering on business database	24 hours	3 days
ED2.2	Approval of trading license	48 hours	21 days

FACILITIES MANAGEMENT			
RE 1	Facilities Management		
RE 1.1	Cleaning services	Daily	Daily
RE 2	Property Management		
RE 2.1	Respond to general complaints	2 days	24 hours
RE 2.2	Cleaning Services	3 days	3 days

RE 2.3	Time taken to respond to general complaints (excluding land application)	31.5 days	31.5 days
RE 2.4	Application to lease council owned land (delegated)	120 days	120 days
RE 2.5	Application to lease council owned land (non-delegated)	240 Days	90 days
RE 2.6	Application for Notarial Tie	60 days	60 days

Departmental responses

Most of the queries were acknowledgment of submission or requesting for various forms. The forms can be emailed, provided at CCC and are obtainable from the Website. These standards cannot also be traced through monitoring of the gadget devices (CP2/4/5).

Some of the queries can only be addressed for Clients at CCC as they require payment as per tariffs such as zoning certificate, requested maps & GIS data.

One category now accommodates the various land uses, building related queries and provides for a less complex list i.e... township establishment/ zoning/ consent use need not be separated (CP1 &2).

Acknowledgment of objections or comments done at CCC as it requires a report with comments.

Revised standards are more of quality.

6. Energy Department

The department exists to provide and maintain electricity distribution services within the City of Ekurhuleni, excluding the few Eskom Supply Areas.

E1	Service Activities for Credit and Prepayment Metering		
E1.1	Change to electricity prepaid meter	56 days	56 days
E1.2	Error 30-meter communication error	48 hours	48 hours
E1.3	Faulty electricity meter	72 hours	72 hours
E1.4	Faulty meter box	5 days	5 days
E1.5	Possible tampering of meter. Quality supply	24 hours	5 days
E2.1	Power failure: single customer	24 hours	48 hours
E2.2	Power failure: business customer	24 hours	24 hours
E2.3	Power failure: multiple customers	24 hours	48 hours
E2.4	Electrical Shocks	48 hours	48 hours
E2.5	Electrical Equipment damage	48 hours	72 hours
E2.6	Electrical Equipment Smoking /On Fire	1 hour	1-2 hours
E2.7	Electrical Enclosure Open	48 hours	48 hours
E2.8	Low/High Voltage	48 hours	48 hours
E2.9	Overhead line/s down	48 hours	48 hours
E2.10	Possible cable theft	72 hours	72 hours
E2.11	Open Cable Trenches	72 hours	5 days
E2.12	Reinstatement of paving	48 hours	5 days
E3			
E3.1	Notice of planned power interruptions	24 hours	24 hours
E4			
E4.1	High mast light failure	24 hours	5 days
E4.2	Single streetlight failure	24 hours	5 days

E4.3	Streetlights section failure	24 hours	5 days
E4.4	Streetlights on during the day	24 hours	5 days
E4.5	High mast light on during the day	24 hours	5 days
E4.6	Cover broken/Missing/ Wires Exposed	24 hours	5 days
E4.7	Light lamp goes on and off	24 hours	5 days
E4.8	Light fitting damaged	24 hours	5 days
E4.9	Light lens discolored	1 hour	72 hours
E4.10	Pole lean/knocked down/ missing	48 hours	5 days

Departmental responses

This is an improvement on previous standard times but is subject to payment received from customer requesting to change to prepaid and subject to budget for planned retrofit projects.

Revenue/Customer services section is working Monday to Friday. There is no standby for the section. Investigation into communication errors will be undertaken during normal working hours.

Faulty meters have a workflow process that includes external stakeholders such as the EMMC's and MIC's. The extension in service standard time is to accommodate for the process when a meter is faulty over a weekend. Energy will assist customer with electrical supply.

The change in service time is to bring the standard in line with the NRS-047 guideline that requires that unplanned interruptions are restored within 168 hours. The department still strives to restore the bulk of our customers within 24 hours subject to call volumes, available staff and resources.

Low or high voltage will be investigated, where dangerous voltages are measured, the supply will be isolated and only reinstated when fault has been located and repaired.

7. Environmental and Resource Management Department

ER 1	Processing of Development Applications		
ER 1.1	Environmental Impact Assessments (BA & EIA)	30 days	30 days
ER 1.2	Environmental Management Plans (EMP)	60 days	60 days
ER 1.3	Response to Environmental Complaints	48 days	7 days
PARKS AND CEMETERIES			
ER2	Grass Cutting		
ER2.1	Grass Cutting Parks	168 days	30 days
ER2.2	Grass Cutting Open Spaces	30 days	30 days
ER2.3	Grass Cutting Active Cemeteries	168 days	30 days
ER2.4	Grass Cutting Inactive Cemeteries	30 days	
ER3	Landscaping		
ER3.1	Horticultural Maintenance	120 days	30 days
ER3.2	Tree Pruning	New Standard	30 days
ER3.3	Tree Removal	New Standard	30 days
ER3.4	Removal of Tree Stumps	30 days	30 days
ER3.5	Removal of Tree Branches	New Standard	7 days
ER3.6	Emergency Fallen Tree	New Standard	24-48 days
ER4 Cemeteries			
ER4.1	General request	24 days	24 days

ER4.2	Burial request: Muslims & Jews	24 hours	24 hours
ER4.3	Weekend burials	Cut-off on Wednesday @ 13:00	Cut-off on Thursday 13:00
ER4.4	Exhumation of bodies	14 days	14 days
ER4.5	Cremations	48 days	14 days
ER4.5	Location of graves	336 Days	30 days
ER 5 Park Cleaning			
ER5.1	Cleaning dumping in a park	30 days	72 hours
ER5.2	Cleaning dumping in a conservation	120 days	72 hours
ER5.3	Litter picking in a park	New Standard	72 hours
ER5.4	Litter picking in a conservation	New Standard	72 hours
AIR QUALITY MANAGEMENT			
ER 6	Air Quality Management		
ER 6.1	Response to Ambient Air quality complaint	24 days	24 days
ER 6.2	Issuing of atmospheric emission license if all details are completed	60 days	60 days
ER 6.3	Inspection for registration of fuel burning appliances	120 days	120 days
ER 7	Dumping		
ER 7.1	Clean dumping in a park	120 days	120 days
ER 7.2	Clean dumping in a conservation	120 days	120 days
ER&PM1 ENVIRONMENTAL RESILIENCE & PROJECT MANAGEMENT			
ER&PM 1.1	Snake calls	1 day	24 to 48hrs
ER&PM 1.2	Media enquiries	2-3 days	2-3 days
ER&PM 1.3	Petitions	2-5 days	2-5 days
ER&PM 1.4	Complaints	2-5 days	2-5 days
WMS 1 Round Collection Refuse Removal			
WMS1.1	Domestic	Once weekly	Once weekly
WMS1.2	Business	1 to 5 times weekly	1 to 5 times weekly
WMS1.3	Industrial	1 to 5 times weekly	1 to 5 times weekly
WMS1.4	Bulk (skip bins) container services	1 to 5 times weekly	1 to 5 times weekly
WMS1.5	Round Collection Refuse Removal	Per agreement	Per agreement
WMS1.6	Communal collection points	Once weekly	Once weekly
WMS1.7	Ad hoc	On request, 3 Days bin standing time	On request, 3 Days bin standing time
WMS1.8	IMS Complaints response	Daily	48 to 72 hours
WMS1.9	Illegal dump clearing	As and when required	As and when required
WMS1.10	Petitions and Media Enquiry response	1-2 Days	1-2 days
WMS 2 Sundry Services			
WMS2.1	Removal of animal carcasses (illegally dumped or improperly disposed	New Standard	In line with urgency of the

			request and potential health implications.
WMS2.2	Condemned food stuff (illegally dumped or improperly disposed of)	New Standard	In line with urgency of the request and potential health implications.

Departmental response

New standard introduced to ensure clear separation of operational functions.

In line with urgency of the request and potential health implications.

The grass cutting call will be attend to in line with the planned grass cutting cycles. If an area was attended to in line with the plan and the frequency of cutting within that area has been attended to then the call will deem to be in line with the service standard.

The seasonal grass cutting schedule will be adhered to and call will be evaluated against this operational plan.

8. Human Settlement Department

HS1	Housing Administration Related Functions		
HS1.1	Attend to various housing enquires from community members	24 days	24 days
HS1.2	Registration and Approval of Beneficiaries for housing provision	24 days	48 days
HS1.3	Title Deeds Provisioning	24 days	48 days
HS1.4	Attending to damaged houses for Indigent Households	24 days	24 days
HS2	Emergency/Disaster		
HS2.1	Involvement and attending to life threatening situations such as sinkholes, floods, fire, etc.	24 days	24 days

Departmental Responses

Align with departmental Kpi's and city-wide SDBIP.

9. Legal and Risk Department

LS1	Incorporation of Council / Mayoral Committee / Corporate Services Portfolio Approved Policies in the Ekurhuleni Metropolitan Municipality's Policy Register		
LS1.1	Publication on Ekurhuleni website, intranet and a global e-mail of Ekurhuleni Notices	24 days	24 days
LS2	Incorporation of Council / Mayoral Committee Approved Delegations in the Ekurhuleni Metropolitan Municipality's System of Delegated Powers		
LS2.1	Publication on intranet and e-mail to all departments	24 days	24 days

10. Roads and Transport Management Department.

RS1	Road Infrastructure Related Services		
RS1.1	Time taken to repair a single pothole - in major road ¹	24 days	7 days
RS1.2	Time taken to repair a single pothole - in minor road ¹	24 days	14 days
RS1.3	Time taken to repair a road following an open trench service crossing ¹	24 days	21 days
RS1.4	Reinstatement of roads, pavements and sidewalks	24 days	21 days
RS1.5	Time taken to repair a kerb inlet ¹	24 days	21 days
RS1.6	Time taken to provide a driveway entrance after approval of the application	24 days	21 days
RS1.7	Time taken to repair / replace kerbing ¹	24 days	21 days
RS1.8	Time taken to repair walkways ¹	24 days	21 days
RS1.9	1 Following reporting of a complaint		
RS2	Road Signs, Markings and Traffic Signals		
RS2.1	Time taken to repair /replace a safety related regulatory road sign ¹	48 days	4 days
RS2.2	Time taken to repair / replace other minor road signs ¹	48 days	30 calendar Days
RS2.3	Time taken to repair / replace an information / directional sign ¹	48 days	30 calendar Days
RS2.4	Time taken to repair / replace a street name board ¹	48 days	30 calendar Days
RS2.5	Time taken to repaint road markings ¹	48 days	30 calendar Days
RS2.6	Time taken to repair any traffic light fault - in major road (subject to electrical supply availability) ¹	24 days	72 hours
RS2.7	Time taken to repair any traffic light fault - in minor road (subject to electrical supply availability) ¹	24 days	96 hours
RS2.8	Apply for Speed Bumps	48 days	48 days
RS2.8	Time taken to conduct a warrant investigation and to reply on an application apply for Traffic Calming measures	48 days	28 days
RS2.9	Repair / Replace Street Name Board	120 days	40 calendar Days
RS2.10	Repair Street Name	48 days	30 calendar Days
RS2.11	Replace Safety Related Road Sign	48 days	7 days
RS2.12	Report Faulty Traffic Light in Major Road	4 days	7 Days
RS2.13	Report Faulty Traffic Light in Minor Road	24 days	7 Days
RS2.14	Road Line / Markings Painting Request	120 days	As and when reported
	1 Following reporting of a complaint		
RS3	Development Applications		
RS3.1	Approval of building plans: Residential	30 calendar Days	14 calendar Days
RS3.2	Approval of building plans: Industrial/ Commercial	60 calendar Days	28 calendar Days
RS3.3	Approval of outdoor advertising application	4 months	28 calendar Days

RS3.4	Time to comment to City Planning on Land-use applications	New Standard	28 Days from receiving the application
RS3.5	Time to comment to Service Providers with respect to traffic Impact Assessment and Stormwater Management Plans	New Standard	28 Days from receiving the application

TPP1 Municipal Bus Services			
TPP1.1	Schedule Bus Service:		
TPP1.1.1	Peak morning services (MonDays to FriDays)	3 days	1 day
TPP1.1.2	Peak afternoon (MonDays to FriDays)	5 days	1 day
TPP1.1.3	Selling of cash tickets by driver	15 seconds	15 second
TPP1.1.4	Selling of multi-journey coupon	3 minutes	3 minutes
TPP1.1.5	Schedule Bus Services- Route and timetable enquiry	3 minutes	1 hour
TPP1.1.6	Tariff enquiry	5 minutes	1 hour
TPP1.2	Special Bus Service		
TPP1.2.1	Booking of Bus- complete application form	10 minutes	1 day
TPP1.2.2	Preparation and issuing of quotation	30 minutes	1 day
TPP1.2.3	Payment and issuing of receipts by cashier	Not indicated	1 day
TPP1.3	Payment method:		
TPP1.3.1	Cash	5 days	5 days
TPP1.3.2	EFT	5 days	5 days
TPP1.3.3	Cheque		
TPP1.4 Licensing Services			
TPP1.4.1	Issuing of learner's licenses	5 minutes	5 minutes
TPP1.4.2	Issuing of temporary driver's licenses	5 minutes	5 minutes
TPP1.4.3	Manufacturing of card type driver's licenses	4 weeks	4 weeks
TPP1.4.4	Renewal of card type driver's licenses	45 minutes	45 minutes
TPP1.4.5	Application of professional driving permit (PrDP)	45 minutes	45 minutes
TPP1.4.6	Testing of motor vehicles for roadworthiness	20 minutes	20 minutes
TPP1.4.7	Issuing of a roadworthy certificate	5 minutes	5 minutes
TPP1.4.8	Issuing of instructor certificate	10 minutes	10 minutes
TPP1.5	Satellite Renewal Centre		
TPP1.5.1	Renewal of Card Type driver's license	45 minutes	45 minutes

Departmental responses

Ensure efficiencies and quality responses to customers.

IMS queries logged beyond office hours lapse before operators can investigate and respond adequately.

E.g., The public has access to report queries 24 hours and employees can only work designated hours per week which is a misalignment.

11. Service Delivery Coordination Department

SDC 1	Customer complaints, enquiries and requests		
SDC 1.1	Customer Complaints		
SDC 1.1.1	Time to respond to a walk-in customer complaint	1 hour	1 hour
SDC 1.1.2	Time to respond to a Call Centre customer complaint	1minute	1 hour
SDC 1.1.3	Time to respond to an Email or SMS customer complaint	1 hour	1 hour
SDC 1.1.4	Time to respond to walk in centre Email customer complaint	New Standard	48hours
SDC 1.1.5	Time to respond to a call within the Call Centre/ CCC	New Standard	1 minute
SDC 1.2	Customer Enquiry		
SDC 1.2.1	Request proof of residence	1 hour	1 hour
SDC 1.2.2	Register for self-service channels	1 hour	1 hour
SDC 1.2.3	Request public liability claim forms	1 hour	1 hour
SDC 1.2.4	Request Service Delivery Standard measuring booklet	1 hour	1 hour
SDC 2	Forms		
SDC 2.1	Environmental Resources Management		
SDC 2.1.1	Issue form for registration of fuel burning appliances	1 hour	1 hour
SDC 3.1	Health and Social Development Services		
SDC 3.1.1	Issue form for Application of certificate of acceptability (COA) permit	1 hour	1 hour
SDC 3.1.2	Issue form for Exhumation of bodies	1 hour	1 hour
SDC 3.1.3	Issuing forms for Health Certificates/Permits	1 hour	1 hour
SDC 4.1	Water & Sanitation		
SDC 4.1.1	Issue form for application of water meter test	1 hour	1 hour
SDC 5.1	Economic Development		
SDC 5.1.1	Issue form to Register on business database	1 hour	1 hour
SDC 5.1.2	Issue form for Trading License	1 hour	1 hour

Please note that the fault codes previously used under Customer Relations Management (CRM) have been updated and transitioned to Service Delivery Coordination (SDC).

This change is in alignment with the new organisational structure to amend processes and improve service delivery efficiency.

12. Water and Sanitation Department

WS1	Metering		
WS1.1	No Water	24 hours	24 hours
WS1.2	Low Pressure (meter related)	24 hours	48 hours
WS1.3	Meter Leak	24 hours	48 hours
WS1.4	Disconnections, Reconnections and Restrictions	48 hours	48 hours
WS1.5	Meter Stolen resulting in no water or meter leak	48 hours	48 hours
WS1.6	Bees in Meter	48 hours	72 hours
WS1.7	Meter Stuck / Covered / Damaged	120 hours	120 hours
WS1.8	Report illegal connection	24 hours	20 hours
WS2	Restoration of Supply after Unplanned Interruptions		
WS2.1	Response to and resolution of water complaints	24 hours	24 hours
WS2.2	Response to and resolution of sewer complaints	24 hours	24 hours
WS2.3	Collapsed sewer pipeline	Customer to be informed within 24 hours – restoration is	Customer to be informed within 24 hours restoration is

		dependent	dependent
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		upon the construction work required.	upon the construction work required.
WS3	Water Quality Management		
WS3.1	Complaints regarding drinking water quality	2 hours	N/A
WS3.2	Low Pressure Complaints: Business And Industrial	6 hours	6 hours
WS3.3	Low Pressure Complaints: Residential	24 hours	24 hours
WS3.4	Water Pollution	2 hours	2 hours
WS3.5	Water Quality Complaint	2 hours	2 hours
WS3.6	Dirty Smelly Water	48 hours	48 hours
WS4	Network Faults		
WS4.1	Urgent Water Pipe Bursts	2 hours	N/A
WS5	Operations		
WS5.1	Faulty Water Hydrant	5 days	5 days
WS5.2	Meter Dial Problem	5 days	5 days
WS5.3	Water Pressure Fault	5 days	5 days
WS5.4	Water/ Sewer Leakage	48 hours	48 hours
WS5.5	Sewer overflow	2 hours	48 hours
WS5.6	Reinstatements	10 days	10 days
WS5.8	General Water Outage	48 hours	48 hours
WS5.9	Burst Water Pipe	48 hours	48 hours
WS5.10	Spillages clean up	48 hours	48 hours

Departmental responses

Alignment with National Treasury Circular 88 for response to leaks and blockages within 48hrs.

The departmental SOP requires sampling to be taken to the laboratory for testing and 2hrs is not practical

This query requires action from Finance Department and to follow work-flow process. Call Centre to advise customer of the payment required as per applicable water tariffs.

Conclusion

1. The item has served in council and referred to oversight committees.
2. The revision was workshopped to Councillors.
3. All Departments have made presentation to their oversight committees and relevant adjustments as requested.
4. The revised Service Standard is aligned with the CoE budget and departmental performance.

The approval of the City of Ekurhuleni Customer Service Standards as revised will assist the Service Delivery Coordination (SDC) Department in its quest to provide the seamless customer service throughout the City and profile the City to be customer centric.

The Service Delivery Coordination Department has committed to mastery of “best practice” of customer care as well as continuous search for improvement of relations ranging human contact to user friendly automated platforms that are “best fit” into the determined overall organizational vision moving towards the future.

The reviewed City of Ekurhuleni Service Standards will also assist in promoting good governance through our endeavour to transform service delivery by making it accessible, sustainable, convenient, responsive, and cost effective.

