

SEKHUKHUNE DISTRICT MUNICIPALITY



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DC47 : Sekhukhune District Municipality

SERVICE STANDARDS

		
we belong	we care	we serve

1. PURPOSE

- The purpose of standards is to ensure that we document all procedures and time lines in ensuring enhanced service delivery to the community.
- The standard will also ensure that Batho-Pele principles are adhered to at all times.
- The standard will also ensure that all accounting processes are being done in accordance with GRAP standards, MFMA and Treasury regulations and circulars.

2. GENERAL

- We will respond to written correspondence within seven working days from receipt, thereof.
- We shall provide feedback on any query from our clients within 48 hours of receipts.
- We pledge that telephones will not ring more than three times and will be answered promptly.
- We will at all times act in an efficient, effective, transparent, fair and accountable manner and strive towards the creation and maintenance of a corrupt-free supply chain management administration.
- We will at all times be considerate and responsive to the needs of our Clients and we shall treat them with dignity and respect
- We will respond to all service requests within three days of receipt.

3. SERVICE STANDARDS PER SUB-UNITS AND DEPARTMENTS

DEPARTMENT: CORPORATE SERVICES
BUDGET AND TREASURY OFFICE
SERVICE STANDARDS

REVENUE SECTION		
<u>Receipting</u>	<ul style="list-style-type: none"> • Receipting of cash and cheques 	<ul style="list-style-type: none"> • Between 7:30 to 15:30
	<ul style="list-style-type: none"> • Daily balancing of cash count and update on the system (Cash and EFT) 	<ul style="list-style-type: none"> • Between 16:00 to 16:30
	<ul style="list-style-type: none"> • Journal entries for unknown receipts on bank statements. 	<ul style="list-style-type: none"> • Friday each week
	<ul style="list-style-type: none"> • Investigation and clearing of unknown deposit 	<ul style="list-style-type: none"> • By the 30th of each month.
	<ul style="list-style-type: none"> • Banking of money receipted. 	<ul style="list-style-type: none"> • Tuesday and Fridays
	<ul style="list-style-type: none"> • Meters are read on a monthly basis 	<ul style="list-style-type: none"> • From 01st to the 15th of each month.
<u>Meter Reading</u>	<ul style="list-style-type: none"> • Verification of readings taken 	<ul style="list-style-type: none"> • From 16th to the 22nd of each month.
	<ul style="list-style-type: none"> • Capturing of data (Amended, new accounts, readings, etc.) 	<ul style="list-style-type: none"> • From the 1st to the 25th
	<ul style="list-style-type: none"> • Billing of consumers on a monthly basis 	<ul style="list-style-type: none"> • 25th of each month
<u>Billing</u>	<ul style="list-style-type: none"> • Year-end billing conducted 	<ul style="list-style-type: none"> • 30th June each financial year
	<ul style="list-style-type: none"> • Printing of statements 	<ul style="list-style-type: none"> • From the 26th to the 1st of each month

Credit Control	• Issuing of statements to customers	• 2 nd to the 7 th of each month.
	• Collection processes	• On a daily basis.
	• Issuing of lists for disconnection	• On a daily basis.
	• Update of sub ledger and ledger journals	• Every week by Friday
	• Integration from sub ledger to general ledger	• On the last day of the month
Reporting	• Debtors reconciliations, monthly SDBIP report and internal audit reports	• 3 rd day after month end
	ASSET MANAGEMENT UNIT	
Movable Assets	• Bar code new assets two days after receipts	
	• Capture the asset in the asset register.	
	• Update insurance cover with receipts of an asset	
	• Update inventory lists with new received new assets	
	• Analyse the year-end stock count report for obsolete redundant and any damaged assets Prepare and submit a report for any recommendation of disposal	
	• Reconcile FAR and the GL accounts	
	• Depreciation Run	
	• Conduct bi-annual asset count as follows	• before end of each quarter(Q3&Q4)
	➤ Groblersdal offices	➤ 3 workings days before end of Q3 & 30 June
	➤ Elias Motsaledi	➤ 3 working days before end of Q3 & 30 June
➤ Ephraim Mogale	➤ 3 working days before end of Q3 & 30 June	
➤ Makhuduthamaga (Fire, Water & Community service)	➤ 2 working day before end of Q3 & 30 June	

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	<ul style="list-style-type: none"> ➤ Fetakgomo (depots & health offices) ➤ Tubatse • Analyse the asset count report for any assets damaged, redundant, obsolete and impairment indicators • Prepare and submit a report for any recommendation of disposal • Finalize reviewed useful lives and impairments and pass necessary journal entries • Update Fixed Assets Register 	<ul style="list-style-type: none"> ➤ 3 days before end of Q3 & 30 June ➤ 2 days before the end of Q3 & 30 June • 5 working days before the end of Q3 • 7 working days after the end of Q3 • 10 working days before end of Q4 • 5 working days before end of each month • 2 days after payments
Infrastructure	<ul style="list-style-type: none"> • Analyse GL accounts and pass necessary journals for project payments • Capitalization of assets from WIP • Unbundling of Assets upon completion • Depreciation Run • Conduct quarterly assets count • Analyse the asset count report for damaged redundant, obsolete and any available impairment indicators • Prepare and submit a report for any recommendation of disposal • Finalize reviewed useful lives and impairments reports and pass necessary entries • Update Fixed Assets 	<ul style="list-style-type: none"> • 5 working days after project analysis is completed • 30 days after receiving all documents • 3 days after month end • 5 working days before the end of each quarter • 5 working days before end of Q4 • 7 working days before end of Q3 • 10 working days before end of Q4 • 5 working days after the end of each quarter
EXPENDITURE		
Payments	<ul style="list-style-type: none"> • Payments are done twice a week 	<ul style="list-style-type: none"> • 2nd, 5th day of every week

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	<ul style="list-style-type: none"> • Payments are done within 30 working days of receipt of the correct invoice • Invoices are encouraged to be submitted as and when they arrive • Receipt of invoices is centralised to expenditure unit and distributed by not later than the end of the next business day to relevant department for authorisation. • Payment of Invoices received after cut-off date 	<ul style="list-style-type: none"> • As per weekly payment schedule • Each day, as and when they are received before 15H30 • Payment will be in the next payment cycle
SUPPLY CHAIN MANAGEMENT		
<u>Demand Management</u>	<ul style="list-style-type: none"> • Approval of procurement plans • Conducting market research on goods and services • Advertise bids (R 30 000- R 200 000) for 7 day on public notice and website • Specification committee meeting sittings • Approval of bid documents • Advertisement of bids above R 200 000 • Appointment of service provider through three quotation system • Printing and issuing of orders • Evaluation Committee meeting sittings and evaluating of the bid • Adjudication Committee meeting sitting and adjudicating of the bid 	<ul style="list-style-type: none"> • By the 31st May of each financial year • 3 days after a request has been made • 6 days after closing of quotes • Every Tuesday • 5 days after specification committee meeting • 8 days after approval of the bid specification document • 5 days after receipt of request • Every day between 8:00 and 13:00 • Every Wednesday and within 10 working days of closure of the bid • Every Wednesday and within 7 working day of submission of evaluation report
<u>Acquisition</u>		

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Stores	<ul style="list-style-type: none"> • Issuing of stock requested 	<ul style="list-style-type: none"> • Every day between 8:00 to 14:00 and within 2 days of a reservation has been made
	<ul style="list-style-type: none"> • Re-order of stock according to holding levels 	<ul style="list-style-type: none"> • 30 days before the maximum holding level is Reached
	<ul style="list-style-type: none"> • Stock taking (inter-mediate/cycle counts) • Final stock take 	<ul style="list-style-type: none"> • Last 2 working days of each month end • Last week of financial year end
BUDGET AND REPORTING		
	<ul style="list-style-type: none"> • Submission of Vat 201 to SARS 	<ul style="list-style-type: none"> • Last day of each month
	<ul style="list-style-type: none"> • Preparation and submission of reports to all Stakeholders 	<ul style="list-style-type: none"> • As per legislated dates included in MFMA, MBBR and SDM reporting framework.

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CORPORATE SERVICES
SERVICE STANDARD: LABOUR RELATIONS

Key Service	Quantity	Quality/Source of reference	Target group	Target area	Turnaround time	Objective
Labour Relations Publications	4 Publications	<ul style="list-style-type: none"> • Reviewed & updated Labour laws • Department of Labour • Collective agreement • International Labour Organization (ILO) 	SDM Employees	Within the SDM	quarterly	Updated and Informed labour force
LLF meetings	12 LLF meetings	<ul style="list-style-type: none"> • Labour Relations Act 66 of 1995 • Main Collective Agreement (SALGBC) • International Labour law standards • Limpopo conditions of service 	Employees	Within the SDM	Monthly	To create and maintain labour peace

Miscconduct Cases	Attend 100% misconduct cases as reported	<ul style="list-style-type: none"> • Constitution of SA Municipal Systems Act No 32 of 2000 • Labour Relations Act 66 of 1995 • Basic Conditions of Employment Act No 75 of 1997 • Employment Equity Act No 55 of 1998 • Main Collective Agreement (SALGBC) 	In the Municipality	Within the SDM	Annually	Conducted investigations and completed disciplinary process
Labour Disputes –	Attend 100% Disputes as reported	<ul style="list-style-type: none"> • Labour Relations Act 66 of 1995 • Basic Conditions of Employment Act No 75 of 1997 • Employment Equity Act No 55 of 1998 • Main Collective Agreement (SALGBC) • Disciplinary procedure and code collective agreement 	In the Municipality	In the municipality	As and when is required	Resolved all dispute Lodged

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DEPARTMENT: CORPORATE SERVICES

ORGANIZATIONAL DEVELOPMENT
SERVICE STANDARDS

Key Service	UNIT : Organizational Development					
	Quantity	Quality/Source of reference	Target group	Target area	Turnaround time	Objective
Review and develop procedure Manuals	100% reviewed procedure manuals	<ul style="list-style-type: none"> The Constitution of the RSA Municipal Structures Act White Paper on HRM 	Sekhukhune District Municipality	Sekhukhune District Municipality	Annually	Improved systems and processes
Review and develop Service Standard	100% reviewed Service Standards	<ul style="list-style-type: none"> The Constitution of the RSA Municipal Structures Act White Paper on HRM 	Sekhukhune District Municipality	Sekhukhune District Municipality	Annually	To attain recognized standards of service quality and maintain continuous improvement in service delivery
Organization design	1 Organizational Structure	<ul style="list-style-type: none"> Municipal Systems Act Municipal Structures Act 	SDM employees	Sekhukhune District Municipality	On going	To promote and improve service delivery

Job Evaluation	179 jobs evaluated	<ul style="list-style-type: none"> • MFMA • Job Evaluation Policy • Municipal Systems Act 	Sekhukhune District Municipality	Sekhukhune District Municipality	2019/20	To ensure that jobs of equal value are remunerated equally
Form Design	7 Forms	<ul style="list-style-type: none"> • White Paper on HRM 	SDM	Sekhukhune District Municipality	Sekhukhune District Municipality	To promote efficiency & effectiveness

DEPARTMENT : CORPORATE SERVICES
DIVISION : EMPLOYEE ASSISTANCE PROGRAMME (EAP)
SERVICE STANDARDS

Key Service	DIVISION : EAP					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Employee Assistance Programme	20 referred cases	<ul style="list-style-type: none"> • The Constitution of RSA • Labour Relations Act • Employee Assistance Professionals Association of 	Employees and dependents	SDM	Monthly	Assist employees with personal and work related problems

		<ul style="list-style-type: none"> South Africa (EAPA SA) Standards for Employee Assistance Programme in SA Family law (Child care Act, Marriage Act, Divorce Act, Maintenance Act, Act for fathers of children born out of wedlock; Mental Health Act of SA) SA National Policy on Health services Occupational Health and safety Act No 85 of 1993 to ensure timeous response EAP policy EAP framework 					
60 traumatized employees		<ul style="list-style-type: none"> Employee Assistance Professionals Association of South Africa (EAPA SA) Mental Health Act of SA 	Employees and dependents	SDM	within 72 hours (Debriefing) Annually (stress and trauma management)	Critical incident stress debriefing is offered within 3 days of the incident to traumatized employees and dependents	

		<ul style="list-style-type: none"> • SA National Policy on Health services • EAP policy • EAP framework 					Develop stress and trauma management skills
	12 Substance Abuse Cases and 6 substance abuse group therapy sessions	<ul style="list-style-type: none"> • Employee Assistance Professionals Association of South Africa (EAPA SA) • Mental Health Act of SA • SA National Policy on Health services • Drug and alcohol policy 	Employees and dependents	SDM	Annually	To reduce the rate of substance abuse in SDM	
	Wellness Programmes (6 fun walks and 4 awareness programmes)	<ul style="list-style-type: none"> • Employee Assistance Professionals Association of South Africa (EAPA SA) • Mental Health Act of SA • SA National Policy on Health services • EAP policy • EAP framework 	Employees and dependents	SDM	Quarterly	Promotion of wellness Fun walk, wellness awareness programmes, wellness day)	
	Employee Sports (Saimsa, Immsa)	<ul style="list-style-type: none"> • Employee Assistance Professionals Association of South Africa (EAPA SA) • Mental Health Act of SA 	Employees	SDM	6 Months	Promotion of wellness through sporting activities	

		<ul style="list-style-type: none"> SA National Policy on Health services EAP policy EAP framework 				
OHS	17 Buildings audit	<ul style="list-style-type: none"> OHS Act and regulations COIDA OHS Policy 	SDM Buildings	SDM	Monthly	Compliance to Health Safety Act and Regulations
	17 Tools inspection	<ul style="list-style-type: none"> OHS Act and regulations COIDA OHS Policy 	Tool at service stations	SDM	Monthly	Compliance to Health Safety Act and Regulations
	4 Medical Surveillance	<ul style="list-style-type: none"> OHS Act and regulations COIDA OHS Policy 	Employees	SDM	Quarterly	Compliance to Health Safety Act and Regulations
	Servicing of fire extinguishers	<ul style="list-style-type: none"> OHS Act and regulations COIDA OHS Policy 	fire extinguishers	SDM	Annually	Compliance to Health Safety Act and Regulations
	4 Fumigation of buildings	<ul style="list-style-type: none"> OHS Act and regulations COIDA OHS Policy 	SDM buildings	SDM	As and when required	Compliance to Health Safety Act and Regulations
	Injuries	<ul style="list-style-type: none"> OHS Act and regulations COIDA OHS Policy 	Employees	SDM	As and when required	Compliance to Health Safety Act and Regulations

DEPARTMENT: CORPORATE SERVICES
LEGAL SERVICES
SERVICE STANDARDS

Key Service	UNIT : Legal Services				Target area	Time period	Full statement
	Quantity	Quality	Target group				
Legal Matters (Litigation and Legal Opinion)	100% legal opinions annually	<ul style="list-style-type: none"> • Constitution of the Republic of South Africa • Municipal Systems Act • Municipal Structure Act • By Laws and MFMA 	All Municipal legal Matters	SDM	7 working days	Provide legal opinions as per request, within 7 working days Satisfactory processing and Management of Legal matters	
Legislative updates	100% legislative updates	<ul style="list-style-type: none"> • Amendments from Parliament • New regulations and Legislations 	SDM	SDM	As an when there's amendments on new legislation	To keep abreast with the new trends and requirements of legislations	
Response to chapter 9 and related institutions	100%	<ul style="list-style-type: none"> • Policies, regulations, By-Laws and relevant legislations 	Legislature Public Protector Human Rights Commission and other related institutions	SDM	As an when required	To ensure compliance and clarity	

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Key Service	UNIT : Legal Services		Target group	Target area	Time period	Full statement
	Quantity	Quality				
Adhoc support provided	100% Adhoc support	<ul style="list-style-type: none"> • Policies, regulations , By-Laws and relevant legislations 	Departments	SDM	7 working days	To ensure compliance

DEPARTMENT: CORPORATE SERVICES

HUMAN RESOURCES AND DEVELOPMENT
SERVICE STANDARDS

UNIT: Human Resource Development						
Key Service	Quantity	Quality	Target Group	Target Area	Period	Full statement
Complied and approved Workplace Skills Plan	1 approved WSP	<ul style="list-style-type: none"> • The Constitution of RSA • Skills Development Act • Skills Development Levies Act 	SDM employees and the community	Sekhukhune District wide	July to April	Training and development of human resources in line with the WSP

		<ul style="list-style-type: none"> • Employment Equity Act • SAQA Act and to comply with PSETA Standards 				
Training Coordination	Coordination of credit bearing/non credit bearing training programmes	<ul style="list-style-type: none"> • The Constitution of RSA • Skills Development Act • Skills Development Act • Development Levies Act • Employment Equity Act • SAQA Act and to comply with LGSETA • Treasury Regulations 	SDM employees and community	In the Municipality	Annually	Coordination aligned with the WSP and training policy
Leadership Development Management	Coordination of credit Bearing Training	<ul style="list-style-type: none"> • The Constitution of RSA • Skills Development Act • Skills Development Levies Act • Employment Equity Act • SAQA Act and to comply with LGSETA 	SDM employees and community	Sekhukhune District Wide	Annually	Compliance with Treasury Regulations

		<ul style="list-style-type: none"> • Treasury Regulations 					
Bursary Administration	44 Bursaries awarded to applicants studying at accredited institutions, as per the allocated budget	<ul style="list-style-type: none"> • The Constitution of RSA • Skills Development Act • Skills Development Levies Act • Employment Equity Act • SAQA Act and to comply with • LGSETA • Treasury Regulations 	Internal employees and external students	Sekhukhune District Wide	Annually	Provide financial assistance to aspiring learners	
Process payments to creditors	Process Payment for all bursary holders	<ul style="list-style-type: none"> • SCM policies • Bursary Policy 	Bursary holders both internal and External	Various institutions of higher learning	Annually	Ensure payment for services rendered	
Management of Internship programme	Recruitment of interns as per the allocated budget that financial year	<ul style="list-style-type: none"> • The Constitution of RSA • Skills Development Act • Skills Development Levies Act • Employment Equity Act • SAQA Act and to comply with 	Unemployed graduates	Nation wide	Annually	Improving their chances of employability Prepare the learners for the job market	

		<ul style="list-style-type: none"> • LGSETA Treasury Regulations • The Constitution of RSA • Skills Development Act • Skills Development Levies Act • Employment Equity Act • SAQA Act and to comply with LGSETA 	Internal employees and external students	SDM and Nation wide	Annually	Provision of workplace exposure
Learnership programme management	Placement of learners as per the field of study		Internal employees and external students	SDM and Nation wide	Annually	Provision of workplace exposure
Management of Work Integrated Learning Programme	20 experiential learners placed	<ul style="list-style-type: none"> • The Constitution of RSA • Skills Development Act • Skills Development Levies Act • Employment Equity Act • SAQA Act and to comply with LGSETA 	External students	Sekhukhune District Wide	As per field of study requirements	Assist learner to obtain qualifications
Recognition of Prior Learning	100 Learners are placed in RPL programme	<ul style="list-style-type: none"> • The Constitution of RSA • Skills Development Act 	Internal Employees & Community members	Sekhukhune District Wide	Annually	Provision of formal qualifications to experienced learners

		<ul style="list-style-type: none"> • Skills Development Levies Act • Employment Equity Act • SAQA Act and to comply with • LGSETA 					
Adult Education & Training	100 Learners are placed in AET programme	<ul style="list-style-type: none"> • The Constitution of RSA • Skills Development Act • Skills Development Levies Act • Employment Equity Act • SAQA Act and to comply with • LGSETA 	Internal Employees & Community members	Sekhukhune District Wide	Annually	Provision of basic education to learners	
Registration with professional bodies	All professional employees registered with professional bodies		Employees	SDM	Annually	Keep abreast with current developments	

DEPARTMENT : CORPORATE SERVICES
INFORMATION COMMUNICATION & TECHNOLOGY
SERVICE STANDARDS

Key Service	UNIT : Information Communication & Technology						
	Quantity	Quality	Target group	Target area	Time period	Full statement	
Number of functional systems developed and maintained	1 SDM systems identified in the SDBIP document	<ul style="list-style-type: none"> Municipal Systems Act SDM ICT Policy MFMA 	SDM Department	Sekhukhune District wide	2014/15	1 system implemented	
ICT infrastructure provided and maintained	98% of ICT Availability	<ul style="list-style-type: none"> High-speed network access for all officials 	SDM Department	Sekhukhune District wide	12 months	Deploy, manage and maintain new and existing SDM ICT infrastructure	
Support municipalities in ICT infrastructure and systems	5 Local municipalities Supported in ICT infrastructure and systems as per	<ul style="list-style-type: none"> Functional ICT Infrastructure and systems 	5 Local Municipalities	All SDM employees	Annually	Support Municipal ICT infrastructure and systems as per request	

requested					
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DEPARTMENT: CORPORATE SERVICES
DIVISION – AUXILIARY SERVICES
SERVICE STANDARDS

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Filing of Records(Personal Files, Correspondence Files and Project Files	20 personnel files, 10 correspondence and 50 projects files are updated and filed accordingly.	Records management Policy, file and Records management system	All staff members	Within municipality	Within a day	Easy retrieval, classification and storage
Opening and closing of files	15 files opened and 10 closed volume files	Compliance to records management procedures	All staff members	Internally	Within a day	Easy retrieval, classification and storage
Redressing of files	15 files updated	file plan Records management Best practice model	Internally	Within the municipality	Within a day	All files redressed
Postage Service	3000 official mail posted,	Registry procedure manual	All Staff	Internally	Within a day	Revenue collection purpose

		Treasury regulations Financial Management Act					
Photocopy Services	5000 copies and 100 documents binded	Registry procedure manual	All Staff	Internally	Within a day	Develop registers for number of documents coped	
Delivery and collection of Mail	50 documents of Compliance and internal deliveries	Compliance to registry procedure Manual	External and Internal clients	SDM and provinces	Within a day	Develop messenger delivery registers and deliver mail	
Implementation of Promotion of Access to Information Act Manual	Section 32 of March and Section 15 of July Report	Compliance to PAIA	All clients	All clients (Both internal and external)	Annually	Availability of information	
Fleet Management	78 Leased Vehicles	Transport policy, Procedure manual and MFMA	Service Provider	Officials	2019/20 Financial year	Vehicles request processed on daily basis	
	22 Owned vehicles	Fleet policy and MFMA	SDM	Officials	Quarterly	Processed within a day as and when received	

Vehicle Inspection	4 Owned Trailers 20 of vehicle maintenance invoices	Transport policy, Fleet management policy and MFMA Fleet management policy and MFMA	Service Provider SDM	Officials Leased and owned vehicles	Quarterly Monthly	Payment of maintenance and petrol processed on or before the 7th of the following month. Processed within a day and when received. Fully functional road worthiness of vehicles
	10 Accident Claims	Fleet management policy Transport policy, Procedure manual and MFMA	All vehicles	All vehicles	Daily	
	100 Vehicles and 4 Trailers				Daily	

Facilities Management	17 Owned buildings 14 Leased buildings	OHSA and Regulations Building Service Act Disaster Recovery plan Fire Safety Act	All owned and leased buildings	All owned and leased buildings	Quarterly	Compliance to National Building Regulations
Maintenance of Buildings	31 Buildings	OHSA and Regulations Building Service Act Disaster Recovery plan Fire Safety Act	All Buildings	SDM	Weekly	Maintain facilities on daily basis and on request

DEPARTMENT : MUNICIPAL MANAGER

**INTERNAL AUDIT
SERVICE STANDARDS**

Key Service	UNIT : Internal Audit					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Performance audit	4 reports	<ul style="list-style-type: none"> Municipal Planning Performance 	All departments	Sekhukhune District Municipality	Annually	Improved productivity

		<ul style="list-style-type: none"> management Regulation PMS Framework Internal Audit Charter Internal Audit methodology 				
Regularity audit	32 reports	<ul style="list-style-type: none"> Internal Audit Charter Internal Audit methodology MFMA Municipal Systems Act Municipal Structures Act 	All departments	Sekhukhune District Municipality	Annually	To improve internal control
ICT audit reports	4 reports	<ul style="list-style-type: none"> MFMA ICT governance framework King III on Corporate Governance 	ICT systems and processes	Sekhukhune District Municipality	Annually	Improved reliable ICT environment
Audit Committee meeting	6 meetings	<ul style="list-style-type: none"> MFMA Audit Committee Charter 	All departments	Sekhukhune District Municipality	Annually	Improved good governance
100% risk management issues resolve	100% Monthly updated risk register	<ul style="list-style-type: none"> MFMA 	Internal Audit processes	Sekhukhune District Municipality	Annually	Improved audit opinion

		<ul style="list-style-type: none"> King III on Corporate Governance 					
District and provincial IGR	4 meetings	<ul style="list-style-type: none"> MFMA IGR Framework 	Internal Audit staff	Sekhukhune District Municipality	Annually	To improve IGR	
Operation clean audit	100% implementation of internal control	<ul style="list-style-type: none"> MFMA NT guidelines Circulars 	SDM processes	Sekhukhune District Municipality	Annually	Improve audit opinion	
Expenditure management	100% payments facilitated	<ul style="list-style-type: none"> MFMA SCM regulations Circulars 	Suppliers, Auditor General and Audit Committee	Sekhukhune District Municipality	Annually	Improved good governance	
Council resolution	100% implementation of council resolution	<ul style="list-style-type: none"> MFMA 	Council	Sekhukhune District Municipality	Annually	Improved good governance	
Performance commitment	100% PA for managers and commitment for other staff	<ul style="list-style-type: none"> PMS framework 	Internal Audit staff	Sekhukhune District Municipality	Annually	Enhanced productivity	
3 year rolling plan	100% development of 3 year and annual IA plan	<ul style="list-style-type: none"> IA Charter MFMA King III NT circulars 	All departments	Sekhukhune District Municipality	Annually	Improved governance and compliance	
AG action plan	100% implementation of AG matters	<ul style="list-style-type: none"> MFMA Public Audit Act IA Charter 	All departments	Sekhukhune District Municipality	Annually	Improved good governance	

Audit fees external	100% facilitation	• MFMA	AG	Sekhukhune District Municipality	Annually	Ensure compliance
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MUNICIPAL MANAGER'S OFFICE
RISK MANAGEMENT
SERVICE STANDARD

Key Service	UNIT: RISK MANAGEMENT					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Risk Assessment	1 Risk Assessment (strategic & operational)	<ul style="list-style-type: none"> • The Constitution of South Africa • MFMA • Treasury Regulations • Risk Management Framework and Policy • King III Report • Intergovernmental Relations Framework 	SDM, SDA & Local municipalities	Sekhukhune District wide	Yearly	Strengthen corporate Governance and identify risks

Key Service	UNIT: RISK MANAGEMENT					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Risk Monitoring		<ul style="list-style-type: none"> The Constitution of South Africa MFMA Treasury Regulations Risk Management Framework and Policy King III Report Intergovernmental Relations Framework 	SDM departments	SDM	Monthly	Monitor the residual risks and track implementation and identify emerging ones
Operational security	12 Operational site visit	<ul style="list-style-type: none"> Minimum Security Safety Standard Security Policy PSIRA 	SDM & Relevant stakeholders	Sekhukhune District wide	Monthly	To safeguard municipal assets & personnel
Insurance	1 Three years contract	<ul style="list-style-type: none"> MFMA Fixed Asset Policy 	All SDM assets and personnel	Sekhukhune District Municipality	Quarterly	To ensure that all municipal asset are insured

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Key Service	UNIT : RISK MANAGEMENT					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Develop business continuity	1 business continuity plan	<ul style="list-style-type: none"> • MFMA • SANS No 6 • Municipal Systems Act • King III report • Disaster Management Act • Business continuity framework 	All Sekhukhune District Municipality Departments and SDA	Sekhukhune District Municipality	yearly	Enhance business continuity to sustain institutional memory
Anti-fraud and corruption	1 Antifraud and corruption strategy	<ul style="list-style-type: none"> • MFMA • Minimum Security Safety Standard • Antifraud and corruption strategy • Fraud prevention strategy 	All Sekhukhune District Municipality employees Communities and stakeholders	Sekhukhune District wide	Monthly	To stamp-out fraud and corruption activities
Compliance	12 compliance monitoring reports	<ul style="list-style-type: none"> • Compliance policy • King III report 	All Sekhukhune District	Sekhukhune District wide	Monthly	To inculcate culture of compliance

Key Service	UNIT : RISK MANAGEMENT						Full statement
	Quantity	Quality	Target group	Target area	Time period		
		<ul style="list-style-type: none"> • MFMA • Compliance standards • Municipal Health and Safety Act • OHS 	Municipality employees Communities and stakeholders				

WATER AND INFRASTRUCTURE SERVICES

OPERATION AND MAINTENANCE

SERVICE STANDARD:

Key Service	Division : Operation and Maintenance						Objective
	Quantity	Quality/Source of Reference	Target group	Target area	Turnaround time		
1. Ground Water Management		<ul style="list-style-type: none"> • Municipal water services bylaws • Indigent policy • SANS 241 (South African National Standards) 	Community	Sekhukhune district wide	daily		To ensure sustainable water provision

		<ul style="list-style-type: none"> • Water Conservation & Water Demand Management • Water Services Act • National Water Act • Blue & Green drop guidelines • Ground water protocol • DWS groundwater guidelines • Procedure manual 				
Reticulation & Supply		<ul style="list-style-type: none"> • Free basic water policy • Municipal water services bylaws • Indigent policy • SANS 241 (South African National Standards) • Cost recovery policy • Water Services Act • National Water Act • Blue & Green drop guidelines • Ground water protocol • DWS groundwater guidelines • Water Conservation & Water Demand Management • Operations and maintenance plan & operational manual 	Community	Sekhukhune district wide	daily	To ensure sustainable water provision

		community	Sekhukhune district wide	daily	To ensure safe drinking water and acceptable effluent quality
Water & waste water quality Management	<ul style="list-style-type: none"> • Procedure manual • Free basic water policy • Municipal water services bylaws • Indigent policy • SANS 241 (South African National Standards) • Cost recovery policy • Water Services Act • National Water Act • Blue & Green drop guidelines • Ground water protocol • DWS groundwater guidelines • Water Conservation & Water Demand Management • Operations and maintenance plan & operational manual • Procedure manual 	community	Sekhukhune district wide	daily	To ensure water supply to the community
Bulk Water Provision	<ul style="list-style-type: none"> • Free basic water policy • Municipal water services bylaws • Indigent policy • SANS 241 (South African National Standards) • Cost recovery policy • Water Services Act 	community	Sekhukhune district wide	daily	To ensure water supply to the community

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		<ul style="list-style-type: none"> • National Water Act • Blue & Green drop guidelines • Ground water protocol • DWS groundwater guidelines • Water Conservation & Water Demand Management • Operations and maintenance plan & operational manual • Procedure manual 				
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See the attached detailed annexure

SERVICE/SERVICE PRODUCT	SERVICE LEVEL(TURNAROUND TIME)	WHERE TO GET SERVICE
OPERATION AND MAINTENANCE		
Investigate general , domestic customer complaints/queries related to water supply	48 hours	Call Centre/Regional & Depot offices/Ward Cllr
Attend to water leaks	48 hours	Call Centre/Regional & Depot offices/Ward Cllr
Fix/repair/replace leaking or stolen taps	3 days	Call Centre/Regional & Depot offices/Ward Cllr
Replace burst pipe Up to 110 mm	3 days	Call Centre/Regional & Depot offices/Ward Cllr
Replace burst pipe Larger than 125 to 315 mm	7 days	Call Centre/Regional & Depot offices/Ward Cllr
Replace burst pipe Larger than 315 to 1 000 mm	21 days	Call Centre/Regional & Depot offices/Ward Cllr
Repair an electrical/diesel/hand-pump	14 days	Call Centre/Regional & Depot offices/Ward Cllr
Replace a broken/ stolen water pump	21 days	Call Centre/Regional & Depot offices/Ward Cllr
Drilling borehole	21 days	Call Centre/Regional & Depot offices/Ward Cllr
Equipping borehole	21 days	Call Centre/Regional & Depot offices/Ward Cllr
Delivery of potable water to metered-billed customers through tankering/Jojo In case of an interrupted normal supply	24 hours after interruption	Call Centre/Regional & Depot offices/Ward Cllr
Reconnection of electricity	14 days	Call Centre/Regional & Depot offices/Ward Cllr
Process and conduct pressure and flow test	7 days	Call Centre/Regional & Depot offices/Ward Cllr
Install urban domestic connections =25mm to individuals consumers	14 days	Call Centre/Regional & Depot offices/Ward Cllr
Install rural domestic connections =25mm to individuals consumers	21 days	Call Centre/Regional & Depot offices/Ward Cllr
Install large domestic, commercial, individual water connections =25mm to consumers	21 days	Call Centre/Regional & Depot offices/Ward Cllr

Read all consumer's (domestic & commercial) water meters	monthly	21 Grobler Avenue, Groblersdal
Carry out field investigation/check meter readings where required	3 days	Call Centre/Regional & Depot offices/Ward Cllr
Estimated readings when unable to read	monthly	Call Centre/Regional & Depot offices/Ward Cllr
Maintenance of water meters	3 days	Call Centre/Regional & Depot offices/Ward Cllr
Tracing of leaks related to water meters	3 days	Call Centre/Regional & Depot offices/Ward Cllr
Location of buried water meters	3 days	Call Centre/Regional & Depot offices/Ward Cllr
Raising and re-sitting of water meters	7 days	Call Centre/Regional & Depot offices/Ward Cllr
Change of faulty meters	14 days	Call Centre/Regional & Depot offices/Ward Cllr
Removal of water connections for illegal activities	3 months	Call Centre/Regional & Depot offices/Ward Cllr
Investigation into general water meter and account queries	7 days	Call Centre/Regional & Depot offices/Ward Cllr
Routine Sample testing, at the plants	Every 2 hrs	
Routine Sample testing, e.g Ground Water contamination, drinking water quality , stream water quality	monthly	Call Centre/Regional & Depot offices/Ward Cllr
Sample testing, e.g Ground Water contamination, drinking water quality , stream water quality	quarterly	Call Centre/Regional & Depot offices/Ward Cllr
Drinking water treatment quality	Comply with SANS 241	21 Grobler Avenue, Groblersdal
Wastewater treatment quality and disposal	Comply with SDM's Permit/License/Guidelines	
Reconnection of electricity to water pumps at the plants	3 days	Call Centre/Regional & Depot offices/Ward Cllr
Backfilling of trenches/excavations/in road ways and on verges due to emergency work	1 day	Call Centre/Regional & Depot offices/Ward Cllr
Waste Water Tank services : Conservancy/Septic tank emptying, unprogrammed	21 days	Call Centre/Regional & Depot offices/Ward Cllr
Pit Latrine Emptying and conservancy tanks	6 months and as and when required	Call Centre/Regional & Depot offices/Ward Cllr
Attendance to sewer	1 day >critical cases	Call Centre/Regional & Depot offices/Ward Cllr

overflows/blockages/smells/damage	3 days > non-critical	
Repair to broken/damage sewer pipelines	3 days	Call Centre/Regional & Depot offices/Ward Cllr
Attendance to municipal sewer blockages on private property	2 days	Call Centre/Regional & Depot offices/Ward Cllr
ADMINISTRATION & FINANCIAL MANAGEMENT (BUDGET & TREASURY: EXPENDITURE)		
Payments to service providers if all necessary documents are provided	30 days	26 HEREFORD Street, Groblersdal
Verification of required documents	Immediate	26 HEREFORD Street, Groblersdal
Notification of missing or incomplete documents to service provider after realising the missing documents	2 days	26 HEREFORD Street, Groblersdal
Appointment of service provider	7 days	26 HEREFORD Street, Groblersdal
Acknowledgement of receipt of correspondence, letters, faxes	3 days	All Offices
Reply to correspondence, letters, faxes	7 days	26 HEREFORD Street, Groblersdal
ACCOUNTS (REVENUE)		
Application of a New Account, provided all documents are available	Immediate	26 HEREFORD Street, Groblersdal
Termination of Existing Account, provided all documents are available	Immediate	26 HEREFORD Street, Groblersdal
Transfer of Account from one consumer to the next, provided all documents are available	Immediate	26 HEREFORD Street, Groblersdal
Linking of Account and Services, e.g wate, provided all documents are available	Immediate	26 HEREFORD Street, Groblersdal
Name Change on an Account, provided all documents are available	Immediate	26 HEREFORD Street, Groblersdal
High Accounts <ul style="list-style-type: none"> Leaks: Advise consumer on method to check leaks Incorrect Meter Readings: Investigation 	Immediate	26 HEREFORD Street, Groblersdal
Cross Meters	14days	26 HEREFORD Street, Groblersdal
Flow Limiter/restrictor Applications	Immediate	26 HEREFORD Street, Groblersdal
Debt Relief (when applicable)	Immediate	26 HEREFORD Street, Groblersdal

Restrictions, Disconnections & Reconnections	Immediate	26 HEREFORD Street, Groblersdal
Copy Statements	Immediate	26 HEREFORD Street, Groblersdal
Balance Enquiry	Immediate	26 HEREFORD Street, Groblersdal
Credit Control	Daily	26 HEREFORD Street, Groblersdal
INSTITUTIONAL & SOCIAL DEVELOPMENT (O&M)		
Capturing of all water telephone queries & complaints	immediate	Call /Control Centre
Forward a reported fault to regional offices	1 day	Call /Control Centre
Respond to community Invitations, correspondences, faxes	7 working days	21 Grobler Avenue, Groblersdal
Attend community meetings	7 working days	Call Centre/Regional & Depot offices/Ward Cllr
Feedback to communities	14 days	Call Centre/Regional & Depot offices/Ward Cllr
Community consultation meetings	quarterly	Call Centre/Regional & Depot offices/Ward Cllr
Awareness campaigns	Per Programme/ as and when necessary	Call Centre/Regional & Depot offices/Ward Cllr
INFRASTRUCTURE PLANNING & REGULATORY		
Process and conduct pressure and flow test	7 days	Call Centre/Regional offices
Environmental impact Assessments- Water and Sanitation comments submitted	30 days	21 Grobler Avenue, Groblersdal
Conduct standard inspection to ensure compliance with sewerage disposal bylaws, National Building Regulations and other environmental legislations.	quarterly	21 Grobler Avenue, Groblersdal
Inspection of new Waste Water connection	7 days	21 Grobler Avenue, Groblersdal
Submit an inspection report , notice or letter to industries after inspection	1 week	21 Grobler Avenue, Groblersdal
Approval/referral of building plans with respect to sewerage disposal	14 days after receipt	21 Grobler Avenue, Groblersdal

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WATER AND INFRASTRUCTURE SERVICES

PROJECT MANAGEMENT UNIT

SERVICE STANDARD:

Key Service	DIVISION: Project Management Unit					
	Quantity	Quality/Source of Reference	Target group	Target area	Turnaround Time	Objective
Planning and Design	20 plans	<ul style="list-style-type: none"> • Feasibility and Implementation Studies • Construction Industry Development Board (CIDB) • Integrated Development Plan (IDP) • Water Services Master plan • Annual Budget • Water Service development plan • Procedure Manuals • ECSA guidelines • Design Standards 	Communities Industries Sector departments Local municipalities SDM departments	Sekhukhune District wide	10 months	To ensure that the project scope is identified, time frame and realistic budget is set.
Project Implementation	20	<ul style="list-style-type: none"> • General Conditions of Contracts (GCC) 	Communities Industries	Local community	Contractual period	Provision of water and sanitation services

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		<ul style="list-style-type: none"> • Engineering Council of South Africa (ECOSA) • Construction Industry Development Board (CIDB) • Integrated Construction Industry Development Board (CIDB) • Annual Budget • Contract documents. 	Sector departments Local municipalities SDM departments	Within Sekhukhune		
Monitoring and Evaluation	20	<ul style="list-style-type: none"> • General Conditions of Contracts (GCC) • Engineering Council of South Africa (ECOSA) • Construction Industry Development Board (CIDB) • Integrated Construction Industry Development Board (CIDB) • Annual Budget • Procedure Manual • Design standard 	Professional Service Providers Contractors Project Managers	Project Sites	Contractual period	Quality assurance Performance measurement Financial management

WATER INFRASTRUCTURE SERVICES
WATER SERVICES PLANNING
SEVICRCE STANDARD

Key Services	Water Services Planning					
	Quantity	Quality/Source of Reference	Target group	Target area	Turnaround Time	Objective
Conceptualize & Develops Project lists	87	<ul style="list-style-type: none"> Millenium Targets, WSSFW WSA Infrastructure Status Quo Compliance and Reporting, Sector Plans 	Municipal Manager(Management) Councilors O & M Managers	Citizens	Continuously	To ensure alignment of project with master plan
Compliance and Reporting (Regulates WSPs) Maintain and Monitor WSDP /IDP	4	<ul style="list-style-type: none"> Water Services Master and Local Studies IDP and WSDP 	Management Planning Manager O&M Manager / Contract Manager ISD Manager	Citizens	Continuously	To ensure compliance to regulatory framework and Annual Reviewing of WSDP.
Support O&M functions and PIU/PMU projects Implementation	Ad-hoc	<ul style="list-style-type: none"> Asset Management Plan 	Management Planning Manager O&M Manager / Contract Manager	residents	Continuously	To ensure the coordination of Projects stages to be in line with Contract Management

			ISD Manager			
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COMMUNITY SERVICES
MUNICIPAL HEALTH SERVICES
SERVICE STANDARDS

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Key Service	UNIT : MUNICIPAL HEALTH SERVICES					
	Quantit y	Quality	Target group	Target area	Time period	Full statement
1. Water Quality Monitoring	40%	<ul style="list-style-type: none"> • The Constitution of RSA. • Skills <i>development</i> Act • National Health Act • Municipal Systems Act • Municipal Structures Act. • SANS 241. • Water Services Act. 	SDM <ul style="list-style-type: none"> • Community Schools • /Crèches • Health care facilities • Government offices • Business premises • Dikoma 	SDM and neighbouring stakeholders	On going	To ensure that the quality of water supplied to the community is improved

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Key Service	UNIT: MUNICIPAL HEALTH SERVICES					
	Quantity	Quality	Target group	Target area	Time period	Full statement
2. Food Control	30%	<ul style="list-style-type: none"> • Food-stuff, Cosmetics and Disinfectant. Act. • R962 of November 2012 • National Health Act • National building regulation and Standard Act • Municipal Systems Act • Municipal Structures Act • HACCP • Meat safety Act 40 of 2000 • Approved Municipal Bylaws. 	<ul style="list-style-type: none"> • Hawkers • Caterers • Formal business • Street vendors • Mining industries • School feeding schemes • Crèches • Hospital • Police Holding-cells • Farming Projects 	SDM Community	On going	To ensure that quality of food prepared, sold & served to the community is safe and fit for human consumption

Key Service	UNIT: MUNICIPAL HEALTH SERVICES					
	Quantity	Quality	Target group	Target area	Time period	Full statement
3. Waste Management	20%	<ul style="list-style-type: none"> The Constitution of RSA National Environmental Management Act. National Health Act Municipal Systems Act Municipal Structures Act Waste Management Act. Air quality Act Water Services Act OHSA Infection Control Act. Approved Municipal By/laws. 	<ul style="list-style-type: none"> Hawkers Caterers Formal business Street vendors Mining industries School feeding schemes Crèches Hospital Police Holding cells Taxi Ranks 	Sekhukhune District Municipality Area	On going	To ensure that effective waste management systems are in place

Key Service	UNIT: MUNICIPAL HEALTH SERVICES					
	Quantity	Quality	Target group	Target area	Time period	Full statement
4. Health Surveillance of Premises	35%	<ul style="list-style-type: none"> • The Constitution of RSA • National Health Act • Municipal Systems Act • Municipal Structures Act • Waste Management Act • Air quality Act. • Water Services Act. • OHS Act • Infection Control Act. • Approved Municipal Bylaws. • Tobacco products control Act. 	<ul style="list-style-type: none"> • Hawkers • Caterers • Formal business • Street vendors • Mining industries • Crèches • Hospital • Taxi Ranks • Public areas • Schools • Taverns and Shebeens 	SDM	On going	To ensure that all health hazards and risks in dwelling & occupations are prevented

Key Service	UNIT : MUNICIPAL HEALTH SERVICES					
	Quantity	Quality	Target group	Target area	Time period	Full statement
5. Surveillance and Prevention of Communicable Diseases	50 public awareness	<ul style="list-style-type: none"> • The Constitution of RSA. • National Health Act • Municipal Systems Act • Municipal Structures Act • Infection Control Act. • Approved Municipal Bylaws. 	<ul style="list-style-type: none"> • Schools • Dikoma • Public gatherings • Crèches 	SDM Community	Ongoing.	To prevent and control spread of communicable diseases

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Key Service	UNIT: MUNICIPAL HEALTH SERVICES					
	Quantity	Quality	Target group	Target area	Time period	Full statement
6. Vector Control	10%	<ul style="list-style-type: none"> • The Constitution of RSA. • National Health Act • Municipal Systems Act • Municipal Structures Act • Infection Control Act. • Approved Municipal Bylaws. 	<ul style="list-style-type: none"> • Hawkers • Caterers • Formal business • Street vendors • Mining industries • School feeding schemes • Crèches • Hospital • Police Holding-cells • Taxi rank 	SDM	Ongoing	To ensure prevention and control of vectors

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Key Service	UNIT: MUNICIPAL HEALTH SERVICES					
	Quantity	Quality	Target group	Target area	Time period	Full statement
7. Environmental Pollution Control	20%	<ul style="list-style-type: none"> • The Constitution of RSA. • National Environmental Management Act. • National Health Act • Municipal Systems Act • Municipal Structures Act • Waste Management Act. • Air quality Act. • Water Services Act. • OHS Act • Infection Control Act. • Approved Municipal Bylaws. 	<ul style="list-style-type: none"> • Hawkers • Caterers • Formal business • Street vendors • Mining industries • School feeding schemes • Crèches • Hospital • Police Holding-cells • Taxi Ranks • Taverns and shebeens • Scrapyards • Denominations • Social gathering etc. 	SDM	Ongoing	To ensure prevention and control of environmental pollution

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Key Service	UNIT: MUNICIPAL HEALTH SERVICES					
	Quantity	Quality	Target group	Target area	Time period	Full statement
8. Disposal of the Dead	15%	<ul style="list-style-type: none"> • The Constitution of RSA. • National Environmental Management Act. • National Health Act • Municipal Systems Act • Municipal Structures Act • Regulation 363 of 22 May 2013 • National Building regulation and Standards Act 	<ul style="list-style-type: none"> • Mortuaries • Crematoria • Cemeteries • Traditional leaders • Health care facilities 	SDM	Ongoing	To ensure that disposal of the dead meets the minimum health requirements

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Key Service	UNIT: MUNICIPAL HEALTH SERVICES					
	Quantity	Quality	Target group	Target area	Time period	Full statement
9. CHEMICAL SAFETY	5%	<ul style="list-style-type: none"> • The Constitution of RSA. • National Environmental Management Act.(waste) • National Health Act • Municipal Systems Act • Municipal Structures Act • OHSA • Hazardous substances Act. • Medical and related substances Act • Roads and traffic Act. • Criminal Procedure Act. 	<ul style="list-style-type: none"> • Farmers • Business premises • Schools • Chemical transporters 	SDM	When need arise	To ensure prevention & control of risks associated with chemicals

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Key Service	UNIT: MUNICIPAL HEALTH SERVICES					
	Quantity	Quality	Target group	Target area	Time period	Full statement
10. District Health Council	Four(4) visits	<ul style="list-style-type: none"> • The Constitution of RSA. • National Health Act. • Health Charter 	<ul style="list-style-type: none"> • Health care facilities • Hospital boards • Clinic committees 	Sekhukhune District Municipality Area.	Quarterly	To monitor the provision of effective and efficient health care services

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Key Service	UNIT: MUNICIPAL HEALTH SERVICES					
	Quantity	Quality	Target group	Target area	Time period	Full statement
11. HIV/AIDS STRATEGY IMPLEMENTATION	Four (4) Health calendar events	<ul style="list-style-type: none"> The Constitution of RSA. National Health Act. Health Charter. Limpopo province Aids council's policy framework. SANAC Millennium development goals plan. National Strategic plan on HIV/AIDS STI and TB. 	<ul style="list-style-type: none"> Aids Councils NGO's Traditional leaders CBO'S Business sector Mining Sector Youth sector Schools Churches Farming community Traditional health practitioners Etc. 	Sekhukhune District Municipality Area	Quarterly	To ensure healthy living and prevention of the spread of HIV/AIDS's STI's and TB

COMMUNITY SERVICES
EMERGENCY MANAGEMENT SERVICES
SERVICE STANDARDS

Key Service	UNIT : EMERGENCY SERVICES: FIRE AND RESCUE OPERATIONS					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Preventing the outbreak or spread of fire	100%	<ul style="list-style-type: none"> • Fire Brigade Services Act • Constitution of the Republic of South Africa • National Veld and Forest Fire Act • Disaster management act • Occupational Health and Safety act • Health Act • Conservation of Agricultural resources Act 	SDM Communities and stakeholders	SDM and neighboring areas	As and when required	Ensuring safer communities

Key Service	UNIT: EMERGENCY SERVICES: FIRE AND RESCUE OPERATIONS					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Fighting or extinguishing fire	100%	<ul style="list-style-type: none"> • Fire Brigade Services Act • Constitution of the Republic of South Africa • National Veld and Forest Fire Act • Disaster management act • Occupational Health and Safety act • Health Act • NEMA 	SDM Communities and stakeholders	SDM and neighboring areas	As and when required	Ensure safer communities

Key Service	UNIT: EMERGENCY SERVICES: FIRE AND RESCUE OPERATIONS					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Protection of life or property against fire or other frightening danger	100%	<ul style="list-style-type: none"> • Fire Brigade Services Act • Constitution of the Republic of South Africa • National Veld and Forest Fire Act • Disaster management act • NEMA • Building Regulations and Codes of Practice. • SDM By-laws 	SDM Communities and stakeholders	SDM and neighboring areas	As and when required	Ensure safer communities by protecting life and property.

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Key Service	UNIT: EMERGENCY SERVICES: FIRE AND RESCUE OPERATIONS					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Rescue of life or property from fire.	100%	<ul style="list-style-type: none"> • Fire Brigade Services Act • Constitution of the Republic of South Africa • Disaster management act • SDM By-laws • Health Act 	SDM Communities and stakeholders	SDM and neighboring areas	As and when required	Ensure life safety and recovery.

Key Service	UNIT: EMERGENCY SERVICES: FIRE AND RESCUE OPERATIONS					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Rendering of ambulance services as an integral part of the fire services	30%	<ul style="list-style-type: none"> • Fire Brigade Services Act • Constitution of the Republic of South Africa • Disaster management act • Health Act • SDM By-laws • OHS Act • COIDA 	SDM employees.	SDM work stations.	As and when required	Treatment and transportation of patients.

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Key Service	UNIT: EMERGENCY SERVICES: FIRE AND RESCUE OPERATIONS					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Special services	100%	<ul style="list-style-type: none"> • Fire Brigade Services Act • Constitution of the Republic of South Africa • National Veld and Forest Fire Act • Disaster management act • NEMA • Building Regulations and Codes of Practice. • SDM By-laws 	SDM Communities and stakeholders.	SDM	As and when required.	Ensure safer communities.

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Key Service	UNIT: EMERGENCY SERVICES: COMMUNICATION					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Media Relations	30	<ul style="list-style-type: none"> • Constitution of the Republic of SA • Municipal Systems Act • Municipal Structures Act • SDM • Communicati on Strategy National Government Communicati on Framework 	Communities, Stakeholders and Media Houses	SDM and National	01 July-30 June	To inform and educate communities about Municipal programmes.

Key Service	UNIT: EMERGENCY SERVICES: COMMUNICATION					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Events Management	50	<ul style="list-style-type: none"> • IGR framework • Municipal Systems Act • Municipal Structures Act • SDM • Communication Strategy • National Government Communication Framework • SDM events management guideline 	SDM communities	SDM	01 July-30 June	<ul style="list-style-type: none"> • To promote social unity and cohesion among the residents of SDM and disseminate information

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Key Service	UNIT: EMERGENCY SERVICES: COMMUNICATION					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Publications	20	<ul style="list-style-type: none"> • Constitution of the Republic of SA • Municipal Systems Act • Municipal Structures Act • SDM • Communication Strategy on National Government Communication Framework • Films and publication act 	Internal and external stakeholders	SDM and National	01 July-30 June	To disseminate information and educate the general populace about SDM

COMMUNITY SERVICES
CUSTOMER CARE SERVICES
SERVICE STANDARDS

Key Service	UNIT : EMERGENCY SERVICES : CUSTOMER CARE					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Call Centre Management	100%	<ul style="list-style-type: none"> • Constitution of the Republic of SA • Municipal Systems Act • Municipal Structures Act • SDM • Communication Strategy • Customer Care Policy Documents • Batho Pele Principles • White Paper on Local Government 	SDM Communities and beyond	SDM	01 July-30 June	<p>To render effective query management services</p> <p>First response time. The average time until your customers receive the first answer to an inquiry.</p> <p>Response time. The total time average between responses.</p> <p>First contact resolution ratio.</p> <ul style="list-style-type: none"> • Instant service / Call queuing ratio. • Problem resolution time.

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Key Service	UNIT: EMERGENCY SERVICES: CUSTOMER CARE					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Batho Pele Programmes	14	<ul style="list-style-type: none"> • IGR framework • Municipal Systems Act • Municipal Structures Act • SDM • Communication Strategy National • Government Communication Framework • MFMA • Constitution of RSA 1996 • Batho Pele Principles • White Paper on Local Government • SDM • Customer Care policy document 	SDM communities and beyond	SDM	01 July-30 June	<ul style="list-style-type: none"> • To render responsive municipal services to communities and stakeholders: <p>Customer Satisfaction President/Premier Hotline queries resolution and handling Rate</p>

Key Service	UNIT: EMERGENCY SERVICES: CUSTOMER CARE					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Publications	20	<ul style="list-style-type: none"> • Constitution of the Republic of SA • Municipal Systems Act • Municipal Structures Act • SDM • Communication Strategy National • Government Communication Framework • Films and publication act 	Internal and external stakeholders	SDM and National	01 July-30 June	To disseminate information and educate the general populace about SDM

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OFFICE OF THE SPEAKER
PUBLIC PARTICIPATION
SERVICE STANDARD

Key Service	UNIT: PUBLIC PARTICIPATION					
	Quantity	Quality/Source of reference	Target group	Target area	Turnaround time	Objective
Speakers and chief whips Forum	8 Meetings	<ul style="list-style-type: none"> Constitution of the Republic of South Africa IGR Act of 2005 IGR Framework Municipal Structures Act 	Local Municipals Speakers and Chief whips	Sekhukhune District wide	Quarterly	Strengthen corporate Governance
Public Consultations on IDP, Draft Annual report and Geographical	20 Public Consultations	<ul style="list-style-type: none"> Municipal Systems Act SAGNC Act SDM Public Participation Policy 	Sekhukhune District wide Communities and relevant stakeholders	Sekhukhune District wide	<ul style="list-style-type: none"> IDP – April Draft Annual Report – February Geographical Names – 	Enhance Public Participation

Key Service	UNIT : PUBLIC PARTICIPATION					
	Quantity	Quality/Source of reference	Target group	Target area	Turnaround time	Objective
Names Committee		<ul style="list-style-type: none"> SDM GNC Framework MFMA 			October to December	
SODA and Budget day	1 Meeting	<ul style="list-style-type: none"> MFMA SDM Governance Framework 	Sekhukhune District wide Communities and relevant stakeholders	Sekhukhune District wide	May	Enhance Public Participation
Policy Development	1 Policy	<ul style="list-style-type: none"> Municipal Systems Act SDM Public Participation policy 	Sekhukhune District wide Communities and relevant stakeholders	Sekhukhune District wide	October to December	Enhance Public Participation

SECRETARIAT AND COUNCILLOR SUPPORT DIVISION
SERVICE STANDARD

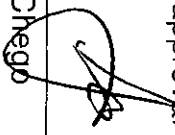
Key Service	UNIT: SECRETARIAT					
	Quantity	Quality/Source of reference	Target group	Target area	Turnaround time	Objective
Council Calendar	1 calendar	<ul style="list-style-type: none"> • Municipal Structures Act • Municipal Systems Act • MFMA • Standing rules and orders • SDM Governance Model 	Sekhukhune District wide Communities and stakeholders	Sekhukhune District wide	12 Months	Rationalize council activities
Council Meetings	6 Council meetings	<ul style="list-style-type: none"> • Municipal Structures Act • Municipal Systems Act • MFMA • Standing rules and orders • SDM Governance Model 	Sekhukhune District wide Communities and relevant stakeholders	Sekhukhune District wide	Quarterly	To entrench accountability through oversight
Oversight visit	4 oversight visits	<ul style="list-style-type: none"> • MFMA • SDM Governance Framework 	Sekhukhune District wide Communities	Sekhukhune District wide	Quarterly	To entrench accountability through oversight

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Key Service	UNIT: SECRETARIAT						
	Quantity	Quality/Source of reference	Target group	Target area	Turnaround time	Objective	
Enhance Compliance	Once per annum	<ul style="list-style-type: none"> • MFMA • Municipal Systems Act 	SDM Councilors	SDM Councilors	July to September	To develop and sustain compliance culture	
Enhance Council Capacity	4 Council Trainings	<ul style="list-style-type: none"> • Skills Development Act • Skills levies Act • HRD policy • WSP 	SDM Councilors	SDM Councilors	Quarterly	To develop requisite skills	

Approval

The approval by the council resolution was on the 27 May 2026. The reviewal will be as and when required.



 DK Chego
 Council Speaker

Date 8/06/2026

