

# Maphumulo Local Municipality

## Draft Service Level Standards



2019/20

# Executive brief



The Maphumulo Municipality always ensure that it executes and refines its strategies of enhancing engagement and improving dialogue with its community. We hold the firm belief that the municipality will incessantly strengthen its partnership and relations with its community in its quest to fast-track service delivery.

We always strive to ensure that the citizens of Maphumulo municipal areas are provided with an up-to date information, hence these standard.

## Our vision

“To be a catalyst for a sustainable socio-economic development for a better life for all”

## Our mission

Creating an enabling environment for economic development

- Empowering municipal staff and social stakeholders
- Ensuring the participation of marginalized community especially women, youth, disabled and HIV/Aids infected and affected
- Ensuring a clean and safe environment

PN Mhlongo  
Municipal Manage

27.03.19

Date

# Service Level Standard – Maphumulo Local Municipality

Maphumulo Municipality service level standards have been put in place with a view to ensuring the public expectation of service delivery are matched by achievable and measurable performance standards

**This document further intends highlighting:**

- How information about services effectiveness is reported and addressed
- How to prevent poor community relationship
- How effectiveness is tracked
- How to keep consumer relationship healthy as result of voluntary compliance to published service level standards whilst simultaneously ensuring that the right of the customers are upheld
- How the community can help us deliver an effective service and make suggestions for further improvement
- The channel that you, the community, have at your disposal in case you want to communicate dissatisfaction with or praise for our service delivery standards.

Service product	Service Level
<b>Road Infrastructure Services</b>	
Time taken to repair a single pothole on a major road?	1 week
Time taken to repair a single pothole on a minor road?	24 Hours
Time taken to repair a road following an open trench service crossing?	24 Hours
Time taken to repair walkways?	24 hours
<b>Property Valuation</b>	
How long does it take on average from completion to the first account being issued?	One Month
Do we have any special rating property?	No
<b>Financial Management</b>	
Is there any change in the situation of unauthorised and wasteful expenditure over time?	Decreasing
Are the Financial Statement Outsourced?	No

Are there council adopted business process structuring the flow and management of documentation feeding to trial balance?	No
How long does it take for and Tax invoice to be paid from the date it has been received?	30 days
Is there advanced planning from SCM unit linking all department plans quarterly and annually including for the next two to three years procurement plans?	Yes
<b>Administration</b>	
Reaction time on enquiries and request?	2 working days
Time to respond to a verbal community enquiry or request?	Immediately
Time to respond to a written community enquiry or request?	7 working days
Time to resolve a community enquiry or request?	Immediately
What percentage of calls are not answered?	0%
How long does it take to respond to voicemail?	N/A
Does the municipality have a control over locked enquiries?	N/A
Is there a reduction in the number of complaints or not?	Yes
How many times does SCM unit, CFO's unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meeting?	Twice a year
<b>Economic Development</b>	
How many economic development projects does the municipality drive?	13
How Many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	2
What percentages of the projects have created sustainable job security?	20%
Does the municipality have any incentive plan in place to create a conducive environment for economic development?	Yes
<b>Other Service Delivery and Communication</b>	
Does the municipality have training or information session to inform the community?	Yes