



BREED VALLEY
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CUSTOMER SERVICE CHARTER



www.bvm.gov.za

MESSAGE FROM THE EXECUTIVE MAYOR AND MUNICIPAL MANAGER



It is a great honour to introduce the Customer Service Charter for the Breede Valley Municipality. This Charter accentuates and underpins our commitment to deliver excellent services to our clients, the rate payers, and bear witness to our willingness to satisfy our clients' needs.

As set out in this charter, our clients also have a responsibility to assist us in this regard: a responsibility to provide the correct information; a responsibility to understand there are various priorities requiring attention; a responsibility to be reasonable, and a responsibility to trust that we have your interests at heart.

The charter will be subjected to frequent review and adjusted accordingly to maintain a high standard of responsiveness to servicing the needs of our constituents. In addition, the charter can be used as an instrument to measure our performance. We endeavour to be professional and transparent in our dealings with you, our clients, and to maintain the highest possible service standards.

Your input and feedback on the Customer Service Charter will be appreciated. Please see page 18 for the special communication channels developed for this purpose.

Regards

Municipal Manager, David McThomas
Executive Mayor, Ald. Antoinette Steyn

WHY A CUSTOMER SERVICE CHARTER?

The Breede Valley Municipality Customer Service Charter sets out Council's service standards and explains what you - as our customer - can do if we have not delivered a service to that standard.

WHO ARE OUR CUSTOMERS?

Our customers are any person or any organisation that has any form of dealings with Council. We would like to satisfy every customer: residents, ratepayers, shop owners, businesses, Council staff, contractors, and elected Councillors. Some needs can be attended to immediately, while others must be referred to an appropriate provincial or national department.

WHAT CAN YOU EXPECT FROM BVM?

- We will staff our customer service counters during office hours.
- We will greet you in a friendly manner and identify ourselves.
- We will respect, listen, and respond to your concerns within the service standards.
- We will take full particulars of your query and communicate this clearly and accurately.
- We will keep you informed of the progress of your enquiry.
- We will always respect your privacy.
- We will be sensitive to your needs and will record any complaint received.
- We will be helpful and committed to solve problems and refer you to an appropriate organisation if we are unable to meet your request.
- We will be fair, equitable, competitive and transparent with the procurement of goods or services.

OUR SERVICES

We provide services to our customers in a manner that is sustainable and of consistent high quality. As a municipality, we believe in fostering good customer relationships by delivering services that align with your expectations.

Our services include:

- Basic services such as water and sanitation, electricity and refuse removal by which we strive to live our vision of creating a caring valley for all. Our 24/7 Contact Centre for fault reporting and customer queries can be reached on 0860 12 12 12 or via email at: ssc@bvm.gov.za
- Fire, rescue and disaster management services and traffic and law enforcement services to provide a safe environment. The all-hours emergency number is 107 (from a landline) or 023342 2430 or 112 from a cellphone.
- Library and information services are provided in an integrated and coordinated manner with community stakeholders within our municipal service area to build sustainable partnerships.
- Provisioning of bulk infrastructure and civil engineering services which include municipal roads, water supply and distribution, sewage management, refuse collection and sites for the disposal of waste.

- Electrical engineering services supply safe and efficient distribution of electricity to customers within the municipal service area (urban edge), in compliance with the Occupational Health and Safety Act and the Electricity Regulation Act and the management of the electricity infrastructure.
- Management of public amenities namely resorts and swimming pools, public toilets, recreational facilities, and cemeteries.
- Town planning activities (inclusive of GIS and building control) within the municipality and compliance with zoning and other aspects of land use management.
- Supply chain management provides a facilitation service to all departments requiring goods and/ or services, keeping of inventory (stock) and managing of payroll: registration of prospective providers of goods and services, requesting of quotes or invitation to bid, issuing of orders to successful bidders, issuing of inventory (stock) to requiring departments, payment of sundry expenses and creditors and managing of payroll including payment of salaries, benefits, and deductions.

WHAT DO WE ASK OF YOU?

- To treat our staff with mutual respect
- To respect the rights of other customers
- To provide complete and accurate information when lodging any enquiry
- To respect the community in all its diversity
- To work with us to solve problems

DISCLAIMER:

Although concerted efforts will be made to honour the service standards declared within the Service Charter, certain factors (internal & external) may influence the municipality's ability to honour the standards (for example, financial & human resource constraints, abnormal workload, severe weather conditions, etc.).

It is imperative that clients report instances of non-adherence with the declared service standards. The municipality will strive to rectify such instances with immediate effect.

Electrical engineering services supply safe and efficient distribution of electricity to customers within the municipal service area (urban edge), in compliance with the Occupational Health and Safety Act and the Electricity Regulation Act and the management of the electricity infrastructure.

Management of public amenities namely resorts and swimming pools, public toilets, recreational facilities, and cemeteries.

Town planning activities (including GIS and building control) within the municipality and compliance with zoning and other aspects of land use management.

Supply chain management provides a facilitation service to all departments requiring goods and/ or services, keeping of inventory (stock) and managing of payroll: registration of prospective providers of goods and services, requesting of quotes or invitation to bid, issuing of orders to successful bidders, issuing of inventory (stock) to requiring departments, payment of sundry expenses and creditors and managing of payroll including payment of salaries, benefits, and deductions.

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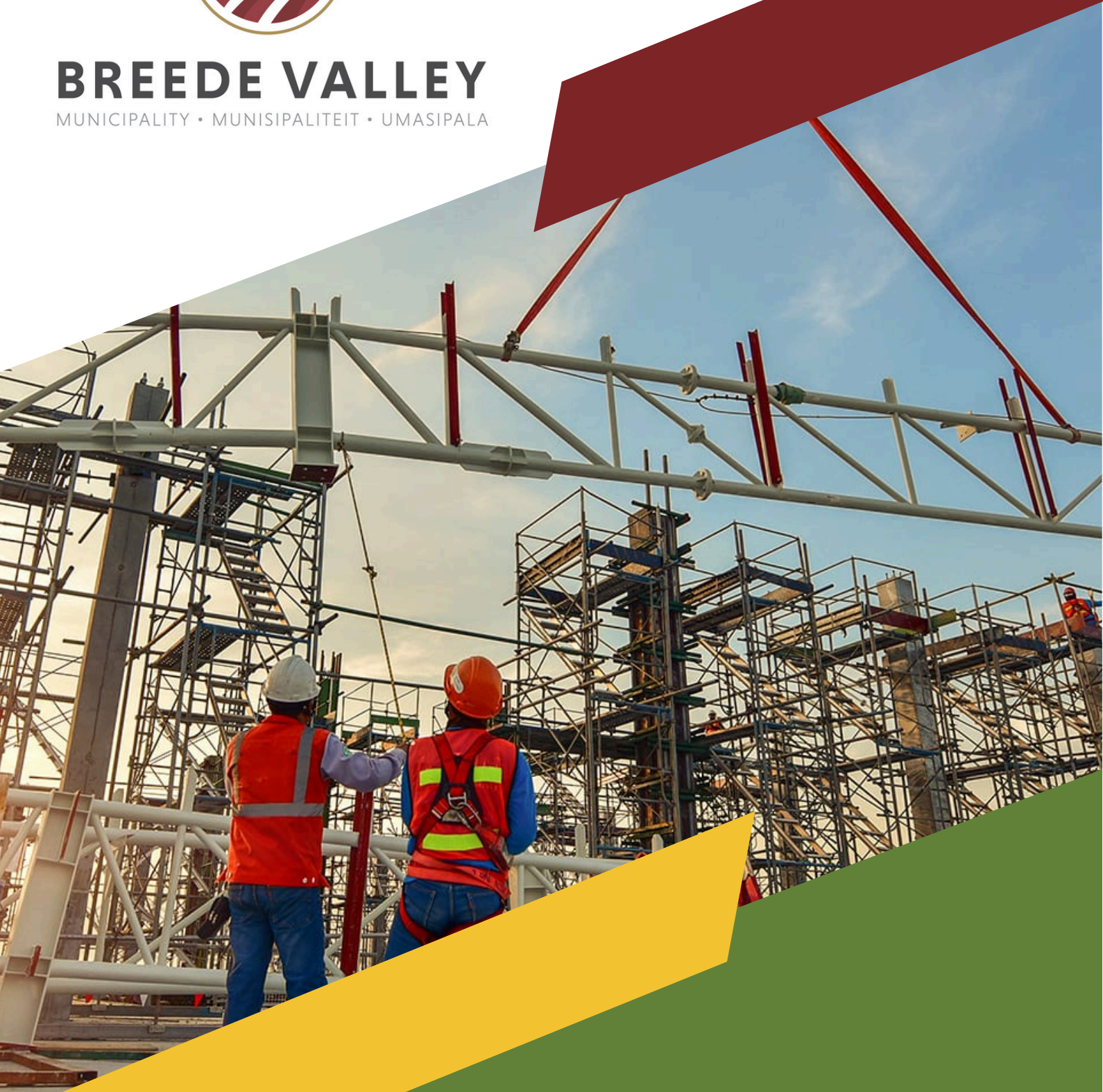
SERVICE STANDARDS

CODES	REQUIRED SERVICE	OUR STANDARD
Telephone enquiries		
BVM1	Answer your telephone call	Call Centre - within 5 - 10s Other - within 10 - 15s
BVM2	Return your call	By the next working day
BVM3	Reply to general correspondence/request (written) e-mail) personal)	Within 7 working days. Emergency enquiries are immediately dispensed Complicated matters are referred (via e-mail) to the relevant official(s) for comment. Feedback is provided by the addressee within a specified period



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ENGINEERING SERVICES

CODES	REQUIRED SERVICE	OUR STANDARD
ELECTRO-TECHNICAL SERVICES		
Processing of consumer complaints		
EE1	Customer complaints received in person	Handled immediately / without referral
EE2	Acknowledgement / Response time for written customer complaints	3 working days
EE3	Time to resolve written customer complaints	3 weeks
Processing of consumer enquiries		
EE4	Acknowledgement / Response time for customer enquiries requiring investigative work	5 working days
EE5	Response time for enquiries	5 working days
EE6	Time to resolve enquiries	3 weeks
Processing of consumer applications		
EE7	General consumer applications/requests for services received in person	Handled immediately / without referral
EE8	Time to respond to general customer requests	2 weeks
Processing of requests for supply services – providing quotations to customers		
EE9	Where existing infrastructure can be used	2 weeks
EE10	Where augmentation/upgrades/alterations of networks are required	1 month
EE11	Where a new network installation is required apply to residential, commercial or industrial consumers	Period exceeding 1 month per agreement negotiated by customer & licensee
Final commissioning in providing electrical supply		
EE12	Existing infrastructure can be used	30 working days
EE13	LV network – augmentation/upgrades/alterations required	2 months
EE14	MV network – augmentation/upgrades/alterations required	3 months
EE15	HV network – augmentation/upgrades/alterations required	Period exceeding 3 months, per agreement negotiated by customer & licensee
EE16	Where a new network installation is required apply to residential, commercial or industrial consumers	Period exceeding 3 months, per agreement negotiated by customer & licensee
Disconnection of electrical supply due to illegal/tampering/unsafe/non-payment		
EE17	Disconnection/Isolation of credit meter customers due to illegal distribution/ installation tampering	Handled immediately upon detection
EE18	Disconnection/Isolation of electrical supply due to gross unsafe installation	Handled immediately upon detection
EE19	Disconnection of commercial & industrial customers due to non-payment of service account	24 hours after issue of the final notice
EE20	Disconnection of residential customers due to non-payment of service account	10 working days after issue of the final notice
EE21	Disconnection of electrical supply due to access refusal of owners	10 working days after issue of written notice
Isolation/disconnection electrical supply due to emergencies/unplanned/planned maintenance activities		
EE22	Disconnection/Isolation of electrical supply due to emergency maintenance	Handled immediately upon detection
EE23	Disconnection/Isolation of electrical supply due to planned maintenance	48 hours after issue of the notice
EE24	Disconnection of electrical supply on instruction from owner/ authorised contractor	48 hours
Reconnection of electrical supply		

CODES	REQUIRED SERVICE	OUR STANDARD
EE25	Reconnection of electrical supply after the service account has been settled/inter-departmental	Within 1 working day
EE26	Reconnection of electrical supply on instruction from owner/ authorised contractor) after receiving the request and payment confirmation	48 hours
EE27	Reconnection of electrical supply due to directly connected illegal connections onto the municipal infrastructure	Within 3 months after the incident has been reported
Provision of service activities after receipt from the Call Centre / Electrical Services Department		
EE28	Response period for high & medium voltage reticulation area faults: equipment damage/failure	Within 1.5 hours
EE29	Response period for low voltage reticulation area faults: equipment damage / failure	Within 1.5 hours
EE30	Response period for overhead lines/structures on the ground, unsafe installations, danger to life, etc	Within 1.5 hours
EE31	Response period for traffic signal system damage/failure	Within 1.5 hours
EE32	Response period for individual low voltage service faults: equipment damage / failure (residential & commercial)	Within 1 working day
EE33	Response and resolve period for streetlight area complaints (damage/failure)	Within 2 weeks
EE34	Response and resolve period for individual streetlight complaints (damage/failure)	Within 3 weeks
EE35	Damaged substations, mini substations, switch gear and equipment, reticulation network, area outages, pump stations, traffic light, streetlights, service installation failure	Immediate artisan on duty. Breede Valley Municipality has no control over loadshedding, interruption schedules or unforeseen power outages experiencing on Eskom infrastructure
EE36	Application for service installation tariffs and policies, planned network outages, pre-payment vending, consumer disputes	Within 2 weeks. Applications for electrical connections, upgrading, changes and new developments be handled during office hours at the electrical services office.
ROADS & STORMWATER SERVICES		
Road Maintenance		
RM1	Repair of potholes in gravel or tarred road	Within 10 working days
	Repair to existing crossing over the roadside stormwater channel	
	Repair to kerb inlet or kerb	
	Repair potholes on sidewalks	
RM2	Loose gravel/material on tar road	5 working days
RM3	Repair or replace stormwater manhole/inlet	5 working days
RM4	Time taken to repair a single pothole on a major road	10 working days
RM5	Time taken to repair a single pothole on a minor road	10 working days
RM6	Repair or replace stormwater manhole/inlet	5 working days
RM7	Time taken to repair walkways	10 working days
RM8	On application of a new or extension to an existing crossing over roadside stormwater channel	Investigation will be done within 15 working days

CODES	REQUIRED SERVICE	OUR STANDARD
RM9	Attend to blockage in Leiwater system	Within 2 working days



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PLANNING, DEVELOPMENT, AND INTEGRATED SERVICES

CODES	REQUIRED SERVICE	OUR STANDARD
PUBLIC WORKS – SOLID WASTE & AREA CLEANING		
Refuse removal		
RR1	Domestic refuse removal (wheelie bins and/or bags)	As per the weekly schedule subject to vehicle and personnel availability. Complaints must be logged at Service Support Centre (SSC) and will be attended to within 5 working days.
RR2	Commercial refuse removal (wheelies and/or bags)	As per the weekly schedule subject to vehicle and personnel availability. Complaints must be logged at Service Support Centre (SSC) and will be attended to within 5 working days.
RR3	Removal of illegal dumping (excluding private properties)	Within 5 working days
RR4	Removal of dead animal carcasses on roads and public open spaces	Within 2 working days
RR5	Frequency of issuing of black bags to informal areas (4 times a year)	1 x per quarter
RR6	Emptying of litter bins outside of CBD	Twice per week
RR7	Cleaning furrows	As per the annual schedule
RR8	Street Cleaning Frequency in CBD including litter bins	7 days per week
RR9	Street Cleaning Frequency in areas excluding CBD	As per the annual schedule
RR10	Area cleaning of hotspots	Once per week
RR11	Cleaning of town entrances	Twice per week
RR12	Issuing wheelie bins (all documentation received)	Within 7 days subject to bin (stock) availability
RR13	Issuing of recycling bags	As per weekly schedule subject to vehicle and personnel availability. Complaints must be logged at the Service Support Centre (SSC) and will be attended to within 5 working days
RR14	Collection of recycling bags	As per weekly schedule subject to vehicle and personnel availability. Complaints must be logged at the Service Support Centre (SSC) and will be attended to within 5 working days
RR15	Removal of skips	Three times per week
PUBLIC WORKS – MUNICIPAL FACILITIES, PARKS & OPEN SPACES & BUILDING MAINTENANCE MANAGER:		
Parks Maintenance		
PM1	Maintenance of parks and open space	Will be attended to as per annual schedule
PM2	Attending to a tree that has fallen over and must be removed or pruned	Within 4 hours to remove tree
PM3	Attending to fallen trees that must be removed or trees that must be pruned as it touches power lines	In conjunction with the Electrical Department within 14 days
PM4	Pruning of trees	Will be attended to as per annual schedule
Graves		
G1	Booking a grave for weekends	Bookings close at 12:00 noon on Thursdays

CODES	REQUIRED SERVICE	OUR STANDARD
G2	Request for pauper burial	Within 1 working day
G3	Supply of a grave	Within 5 working days
WATER SERVICES		
Water and Sanitation		
WS1	Application for a new connection	Within 30 working days or as agreed, within 1 meter of the relevant property's erf boundary
WS2	Repair or replace a broken water meter	Within 7 working days
WS3	Attend to a burst water pipe	Close and isolate the applicable section of water network within 2 hours after the pipe burst. Repair system within 8 hours of report during daylight hours
WS4	Attend to leaking water pipe, valve or hydrant	Within 5 working days
WS5	Faulty fire hydrant	Within 10 working days
WS6	Sampling water quality after a complaint	Within 1 working day
	Investigate the quality of drinking water (i.e. microbiological, chemical, and physical)	Within 72 hours
WS7	Duration for restoration of availability of water cases of service interruption <ul style="list-style-type: none"> One service connection affected Up to 5 service connections affected Up to 20 service connections affected Feeder pipe larger than 800mm 	8-hours 8-hours 8-hours 12-hours
WS8	Notification if there is a delay in meeting our service standards commitment.	1 day
WS9	Attend to no flow in leiwater system	Within 30 working days
WS10	Attend to a serious overflowing sewer manhole	Within 48 hours
	A pump station is not working and resulting in sewer spill from manholes	
WS11	Main sewer blocked or spillage of sewer	Within 48 hours
	Blocked sewer on private property	A private plumber should preferably be used
WS12	Restoration of sewerage issues: <ul style="list-style-type: none"> Severe overflow Blocked sewer pipes: Large pipes Blocked sewer pipes: Small pipes Spillage clean-up Replacement of manhole covers 	48-hours
WS13	Low water pressure complaint	2 working days
WS14	Vandalised standpipes in informal settlement	2 Working days
WS15	Septic tank/ Conservancy tank collection	Within 3 working days subject to tanker availability. Booking required in advance
WS16	Conducting and processing of pressure flow tests	7 working days
WS17	Supplying of tanker after water interruption	12 hours
Laboratory Services (Air Quality)		
LS1	Air quality complaint inspection and report	Inspection within 2 working days from receiving complaint,

CODES	REQUIRED SERVICE	OUR STANDARD
		report within three working days after inspection
MUNICIPAL PLANNING & BUILDING CONTROL		
Building Control: Handling of building applications		
BC1	Submission of building plans	Acknowledgement of receipt within 48 hours
BC2	Approval of building plans	Finalised within the period prescribed in the National Building Regulations and Standards Act otherwise feedback is provided if not finalised within 30 days for building plans < 500m ² or within 60 days for building plans > 500m ²
Town Planning		
TP1	Applications for land use in terms of Section 13 of the Municipal Land Use Planning By-Law, 2015. (Includes Rezoning, subdivision, consent uses, consolidations, street closures, removal of restrictions, departures from the Zoning scheme regulations)	Acknowledgement of receipt within 14 days. Application processed within 60 days
TP2	Applications for zoning certificate	Zoning certificate issued within 5 working days



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COMMUNITY SERVICES

CODES	REQUIRED SERVICE	OUR STANDARD
LIBRARY SERVICES		
LS1	Computers with Free internet access to the public	During normal library open hours if normal electrical power supply is experienced. When technical problems occur, within 5 working days or as soon as a provincial IT technician is available
LS2	Supply of Library Material not available at a specific library	Within 5 working days, depending on availability via inter-library loans
LS3	Renewal of library material	Within 1 day or as soon as the circulation system is available
LS4	Processing of applications for the use of library halls for purposes as per the council resolution (on a first-come, first-serve basis)	Within 10 working days
LS5	Application for full library membership	Within 6 working days
LS6	Respond to public education requests	Within 5 working days of the request
FIRE BRIGADE & DISASTER RISK MANAGEMENT		
Fire and Emergency Services		
FES1	Firefighting/Emergency Services	Where reasonably practicable maximum attendance time from time of call or immediately after capture on Fire CAD: 8 minutes – Central Business District 13 minutes – Residential Area (including Informal Settlement) 23 minutes – Buildings in Rural Risk areas (including Rural Informal Settlement) where serviced by local Fire Station
FES2	Other Emergencies	Receive immediate attention and feedback when attended to or immediately after capture on Fire CAD
Emergency Call-Taking Centre		
ECC1	Emergency Call Taking	There should be sufficient operators so that calls are answered within 15 s and appropriate response dispatched within 30 s of the call being completed. It should not take longer

CODES	REQUIRED SERVICE	OUR STANDARD
		than 60 s to take the call once the phone is answered
Administration, Fire Safety, Training and Related Activities		
FSAT1	Scrutinizing of building plans	Acknowledgement of receipt within 48 hours. Finalised within the period prescribed in the National Building Regulations and Standards Act or feedback
FSAT2	Processing of event applications	Within 10 working days after receiving the application and proof of payment
FSAT3	How soon are public areas cleaned after events	Within 1 working day
FSAT4	Processing of applications (flammable liquids, dangerous goods transport permits, fire clearance, and LPG permits)	Within 14 working days after receiving the application and proof of payment
FSAT5	Respond to fire and disaster-related complaints	Within 5 working days
FSAT6	Respond to emergency evacuation drill requests	Within 5 working days from receiving the request
FSAT7	Respond to Public education requests	Within 5 working days of the request
TRAFFIC SERVICES, LAW ENFORCEMENT, AND SECURITY SERVICES		
T1	Response to all traffic-related inquiries per client (telephonic, emails, walk-in, etc). <ul style="list-style-type: none"> Traffic fine related enquiries Payment query/cheque/card Query regarding outstanding license fees, registration number and MV enquiries, driver licenses enquiries, learner licenses queries, learners, and driver licenses, appointment availability, conversion driver licenses renewals, PRDP enquiries 	Within 5 minutes, depending on the volume. Maximum 10 minutes per customer
T2	Processing of all traffic-related applications per client (considering queuing). <ul style="list-style-type: none"> Walk-in enquiries Traffic fine related enquiries Arrange a date to appear in court regarding a warrant of arrest Queries on registrations, licenses, permits, duplicates Query on appropriate fees for learner, driver's licenses, PRDP 	Within 30 minutes, depending on the volume. Maximum 45 minutes per customer
T3	Filing/submission of applications for traffic registration number certificate / business number registration certificate to the Provincial Department of Mobility	Within 7 working days

CODES	REQUIRED SERVICE	OUR STANDARD
T4	Impounding of stray animals upon notification	Within 1 working day
T5	Application for a march	Within 30 days
	Application to affix	Within 3 days
T6	Responding to nuisance complaints	Immediately, wherever possible
T7	Investigating other general traffic-related complaints	Within 3 working days
T8	Road markings & signs	As per the working schedule, alternatively complaint addressed within 3 working days
T9	Learner and driver's license appointment waiting period	Minimum 2 days, maximum 30 days
T10	Removal of posters on municipal infrastructure	Within 3 working days
T11	Removal of vagrants and illegal structures from receiving the complaint	Within 24 hours
T12	Response to motor vehicle accidents /traffic-related incidents	Immediately, no longer than 30 minutes
HUMAN SETTLEMENTS & HOUSING MANAGEMENT & COMMUNITY DEVELOPMENT		
Maintenance of Municipal Rental Units		
HS1	Emergency repairs reported via the call centre (high risk to the tenants, adjacent occupants and municipality)	Addressed within 24 hours
HS2	Urgent repairs reported via the call centre (medium risk to the tenants, adjacent occupants and municipality)	Addressed within 3 – 5 working days
HS3	Routine maintenance identified via the rental unit maintenance plan (low risk to the tenants, adjacent occupants and municipality)	Addressed within 14 working days or as specified in the maintenance plan
Municipal Rental Unit Contract Administration, Tenant Support & Dispute Resolution		
HS4	Processing of new and/or renewal of existing rental contracts/agreements	Concluded within 14 working days after an approved outcome of placement
HS5	Offer support services for vulnerable tenants, including the elderly, disabled, and low-income households	Within 5 working days, depending on the nature of the required support & available municipal resource framework
HS6	Resolving tenant complaints and grievances	Outcome to be rendered within 3 months of a dispute/complaint/grievance
Municipal Housing Database Administration		
HS7	Processing new database applicants	Within 21 working days after receipt of a fully compliant application. (a confirmation SMS is sent to the applicant immediately when the application is captured and approved.)
HS8	Confirmation of the subsidy applicant status	Within 21 working days after receipt of the fully compliant application
HS9	Handling database enquiries	Walk-ins immediately:

CODES	REQUIRED SERVICE	OUR STANDARD
		Written and/or telephonic enquiries - to be aligned with the current organisational standards
Emergency Shelter Provision		
HSH10	Provision of alternative shelter during displacement resulting from incidents beyond the resident's control (e.g. natural disaster)	Within 24 hours, subject to the availability of suitable alternative shelter
HSH11	Provision of alternative shelter during legal eviction (e.g ESTA and PIE)	As per court order
HSH12	Provision of an emergency housing kit, as specified in the approved Council policy, during incidents of structure damage	Within 24 hours after the incident, in accordance with the approved Council policy



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FINANCIAL SERVICES

CODES	REQUIRED SERVICE	OUR STANDARD
REVENUE SERVICES		
Revenue: enquiries		
FR1	Time spent in queue	15 minutes
FR2	Time taken to provide a duplicate statement	2 minutes
FR3	Meter reading enquiries (Average readings, high readings or averages)	3 working days
FR4	Outstanding balances on account	Immediately
FR5	Payment query	15 minutes
FR6	Opening of new service account	20 minutes
FR7	Prepaid electricity queries	Immediately
FR8	Refunds applications	Immediately
FR9	Processing of refunds	4 working days
FR10	Customer queries about payments, journals, transfers, and any other unforeseen billing on their accounts	Between 10 minutes to an hour. If complex will be processed by the next working day
FR11	Incorrect information on account	2 working days
FR12	Tariff increases	Immediately
Cashier Functions		
FR13	Time spent in queue	15 minutes
FR14	Time spent processing a payment	4 minutes
FR15	Time taken to complete pre-payment transaction	1 minute
FR16	Prepayment meter vending point access – at payments (Except ESKOM Serviced areas)	At every cashier point
FR17	Processing of third-party payments	2 working days
FR18	Processing of EFT Payments	2 working days after payment appears on BVM bank statement
Clearance Certificate		
FR19	Issuing of clearance figures (After all documents have been received)	2 working days
FR20	Issuing of clearance certificates (After all payments have been received)	7 working days
FR21	Issuing of valuation certificates (After payments have been received)	1 working day
FR22	Assessment rates queries	Between 10 minutes to an hour. If it is complex, it will be processed by the next working day.
Housing		
FR23	Housing contracts (New, name changes)	1 working day
FR24	Rental/deposit queries	1 working day
FR25	Attorneys requesting outstanding loan amounts	1 working day
Credit Control		
FR27	Time spent in queue	10 minutes
FR28	Concluding of an agreement for paying off arrears	20 minutes
FR29	Disconnection for non-payment	24 hours after notice due date
FR30	Reconnection following payment	3 hours/ not later than first working day after full payment
FR31	Application for indigent subsidy	Next billing run after provisional approval
General		

CODES	REQUIRED SERVICE	OUR STANDARD
FR32	Billing of accounts	Monthly on or before the 14 th of each month (except in financial year end)
FR33	Meter readings	30 Day cycle
FR34	Account due date	10 Days after statement date or the 3 rd of the month or the next working day if on public holiday or over a weekend.
FR35	Interest on arrear accounts	4 th of the month / after due date
SUPPLY CHAIN MANAGEMENT		
General		
FSCM1	Time taken to produce an official order from completion of the official SCM process	Five (5) working days
Bids		
FSCM2	Time taken to issue appointment letters to successful bidders after a resolution has been taken by the Bid Adjudication Committee	Within 2 working days of award
FSCM3	Time taken to award a bid after the closing date of the bid	Average of 120 calendar days; depending on the complexity and validity period advertised.
FSCM4	Time taken to respond to enquiries/complaints by suppliers and service providers	15 working days
Procurement Functions		
FSCM5	Time taken to obtain quotes below R30 000	Three (3) working days
FSCM6	Time taken to advertise a formal quote above R30 000	Nine (9) calendar days
FSCM7	Time taken to evaluate formal quotes after close	Five (5) working days
FSCM8	Time taken to generate "emergency purchase orders"	One (1) working day
FSCM9	Time taken to pay SMMs	
FINANCIAL PLANNING		
Creditors		
FC1	Time taken to pay a supplier electronically	20 working days
FC2	Electronic mailing of remittances in respect of electronic payments.	Four (4) working days electronic mailing of remittances in respect of special payments



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**STRATEGIC
SUPPORT
SERVICES**

CODES	REQUIRED SERVICE	OUR STANDARD
IDP/PMS/IGR/MARKETING & COMMUNICATION		
SC1	Responding to media enquiries	3 working days
SC2	Public notices / Notifications	Within 24-hours
LEGAL SERVICES		
SLM1	Application for disposal and letting of municipal properties	Acknowledgment of receipt within 5 working days. Within 90 days, depending on the nature of the application
SLM2	Application for encroachments	Acknowledgment of receipt within 5 working days. Application processed within 60 days, depending on the outcome
HUMAN RESOURCES		
SHR1	Notification of shortlisted candidates	Within 60 days after the closing date of the advertisement
SHR2	Appointment of successful candidate	Within 4 months after the position had become vacant