

VKLM: DIRECTORATE SOCIAL SERVICES

VICTOR KHANYE LOCAL MUNICIPALITY



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MUNICIPAL MANAGER'S OFFICE

LOCAL ECONOMIC DEVELOPMENT SERVICE STANDARDS

Generic Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Develop LED Strategy			Big Business. Small Business Co-operatives	MP 311		Implement approved LED Strategy

Implement an approved Fraud Prevention Plan	4	Public Sector Risk Management Framework and Fraud Prevention Plan	Municipal Departments	MP 311	Annually	Implement an approved Fraud Prevention Plan of Municipal Departments
Facilitate and conduct induction and reorientation training on Fraud and Risk Management	One Section and Councillors	Public Sector Risk Management Framework, Risk Methodology, Risk Strategy, Risk Policy and Fraud Prevention Plan	Councillors and Employees	MP 311	Quarterly	Facilitate and conduct induction and reorientation training on Fraud and Risk Management to councillors and at least to one section within MP 311 in compliance with Public Sector Risk Management Framework, Risk Methodology, Risk Strategy, Risk Policy and Fraud Prevention Plan quarterly.
Analyse overall risk status	4	Public Sector Risk Management Framework, Risk Methodology,	Municipal Manager Risk Management Committee	MP 311	Annually	Analyse overall risk status of MP 311 for Municipal Manager, Risk Management Committee, Audit Committee and

		Risk Strategy, Risk Policy and Fraud Prevention Plan	Audit Committee Nkangala District Municipality and Provincial Treasury			Nkangala District Municipality and Provincial Treasury in compliance with Enterprise Risk Management Framework, Risk Strategy, Policy, Fraud Prevention Strategy and Plan on an annually basis.
Make recommendations to minimise risk impact	4	Public Sector Risk Management Framework, Risk Methodology, Risk Strategy, Risk Policy and Fraud Prevention Plan	Executive Management	MP 311	Annually	Make recommendations to minimise risk impact through Executive Management of MP 311 in accordance with Public Sector Risk Management Framework, Risk methodology, Risk Strategy, Risk policy and Fraud Prevention Plan annually.
Channel recommendations to relevant affected Departments/Sections	4	Public Sector Risk Management Framework,	Executive Management	MP 311	Annually	Channel recommendations through Executive Management to relevant

		Risk Methodology, Risk Strategy, Risk Policy, and Fraud Prevention Plan				affected Departments/Sections of MP 31 in line with Public Sector Risk Management Framework, Risk Methodology, Risk Strategy, Risk Policy and Fraud Prevention Plan annually.
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Generic Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
1. Produce Newsletters	2000 copies	Municipal System Act (MSA) 32 OF 2000 and SDBIP	Members of the community	MP 311	Quarterly	Produce 2000 Newsletters for the community of MP 311 as required by the MSA and the SDBIP on a quarterly basis.
2. Issue Public Notices	As and when required	Municipal System Act (MSA) 32 OF 2000 and SDBIP	Members of the community	MP 311	As and when required	Issue Public Notices for the community of MP 311 as required by the MSA and the SDBIP as and when required.
3. Manage Customer Complaints	As and when required	Communication strategy and SDBIP	Members of the community	MP 311	As and when required	Manage Customer Complaints from the community about MP 311 as required by the Communication Strategy and the SDBIP as and when required.
4. Issue Media Statements and handle media inquiries	As and when required	Communication Strategy	Media	MP 311	Ongoing	Issue media statements and handle media inquiries about MP 311 as and when required for the media as outlined by the communication strategy on an ongoing basis.
5. Update the municipal website	As and when required	Municipal System Act (MSA) 32 OF 2000 and Communication Strategy	Members of the Community	MP 311	Ongoing	Update the municipal website as required by the MSA and the SDBIP for members of the community on an ongoing basis.

COMMUNICATION

Generic Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
1. Produce Newsletters	2000 copies	Municipal System Act (MSA) 32 OF 2000 and SDBIP	Members of the community	MP 311	Quarterly	Produce 2000 Newsletters for the community of MP 311 as required by the MSA and the SDBIP on a quarterly basis.
2. Issue Public Notices	As and when required	Municipal System Act (MSA) 32 OF 2000 and SDBIP	Members of the community	MP 311	As and when required	Issue Public Notices for the community of MP 311 as required by the MSA and the SDBIP as and when required.
3. Manage Customer Complaints	As and when required	Communication strategy and SDBIP	Members of the community	MP 311	As and when required	Manage Customer Complaints from the community about MP 311 as required by the Communication Strategy and the SDBIP as and when required.
4. Issue Media Statements and handle media inquiries	As and when required	Communication Strategy	Media	MP 311	Ongoing	Issue media statements and handle media inquiries about MP 311 as and when required for the media as outlined by the communication strategy on an ongoing basis.
5. Update the municipal website	As and when required	Municipal System Act (MSA) 32 OF 2000 and Communication Strategy	Members of the Community	MP 311	Ongoing	Update the municipal website as required by the MSA and the SDBIP for members of the community on an ongoing basis.

HEAD OF DEPARTMENT: SOCIAL SERVICES

1. WASTE MANAGEMENT

Generic Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Collect refuse	Nine wards	Waste management Act and Municipal waste management by-laws (draft)	Community	MP 311	Once per week	Collect household and business waste in nine wards of MP311 once per week as per National Waste Management Act and by-laws (draft)
Supply and remove mass containers on request.	All wards	Waste management Act and Municipal waste management by-laws (draft)	Community	MP311	Within 24 hours of request	Supply and remove mass containers in all 9 wards of MP311 within 24 hours of submission of proof of payment and removal of container within 24 hours after the request was received as per Waste by- laws (draft)

Clean streets in CBD	All main streets	Municipal Waste management By-laws	Community	MP 311	Daily	Clean all main streets in the CBD for the community within MP 311 daily as per the municipal waste management by-laws
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2.

Maintenance of cemeteries

Grass cutting of parks, public open spaces and municipal buildings

Maintenance of sport fields

Generic Key Service	Quantity	Quality/ which standard	Target group/ Who	Target area/ where	Time	Full Statement
Provide graves	All wards	Cemetery by-laws	Affected Community	MP311	Within 24 hours after request	Provide graves for the affected community in all wards of MP311 within 24 hours after the request was received according to Cemetery by-laws.
Cutt grass in open spaces, municipal offices and buildings and sport fields	All wards	Environmental Act	Community, Municipal buildings	MP311	At least twice a month in summer	Grass cut in public open spaces, municipal sport fields and buildings in nine wards within MP311 at least twice a week during summer according to Environmental Act.

3. LIBRARY SERVICES

Generic Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Provide internet and e-mail service	Per PC usage forms completed	Public library manual	public	public	Mondays to Saturdays	Provide internet and e-mail service to all members of the public of MP311 based on PC usage forms completed from Monday to Saturdays guided by the public library manual
Provide photocopying service	Per request	Copyright Act Public/community library manual	public	public	Mondays to Saturdays	Provide photocopying service to all members of the public of MP311 as per requests received from Monday to Saturdays guided by the Copyright Act and public library manual
Provide computer lessons	Per applications received	Public/community library manual	public	public	Tuesdays and Thursdays	Provide computer lessons to all members of the public of MP311 who applied, on Tuesdays and Thursdays guided by the Public Library Manual
Respond to information and reference queries	Per number of requests received	Public/community library manual	Learners and students	MP311	Mondays to Saturdays	Respond to information and reference per number of requests received to learners and students residing in MP311 as advised by the public library manual
Provide community information	Per number of calls received	Public/community library manual	public	public	Mondays to Saturdays	Provide community information per calls received to members of the public of MP311 from

						Monday to Saturday guided by the public library manual
Conduct story telling	Per bookings received	Public/community library manual	Crèches and preschool kids	MP311	Once a week but not less than once a month	Conduct storytelling to crèches and preschools in MP311 not less than once a month per bookings received guided by the public library manual

4. FIRE AND DISASTER MANAGEMENT SERVICE STANDARD

KEY SERVICE	QUANTITY	QUALITY WITH SERVICE STANDARD	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
RENDER FIRE SERVICE	Nine wards	SANS 10090 FIRE BRIGADE SERVICE ACT 99 OF 1987 SABS 400 NFPA STANDARDS	Affected communities	MP311	within 45 minutes in CBD I	Render fire service within 45 minutes of receiving a fire call for nine wards for the affected community in MP311 as prescribed by SANS 10090, FIRE BRIGADE SERVICE ACT 99 OF 1987, SABS 400, NFPA STANDARDS
RENDER RESCUE SERVICE	Nine wards	SANS 10090 HAZMAT ACT Road transport Act NFPA STANDARDS	Affected communities	MP311	within hour in rural areas	Render rescue service within 1 hour of receiving rescue call for nine wards for the affected community in MP311 as prescribed by SANS 10090, HAZMAT ACT, Road transport Act, NFPA STANDARDS
Render fire prevention	Nine wards	SANS 10090 FIRE BRIGADE SERVICE ACT 99 OF 1987 SABS 400 NFPA STANDARD	Community and Business area	MP311	Twice a week	Render fire prevention to all nine wards of MP311 twice a week in accordance with SABS 400 and SANS 10090
Render humanitarian service	Nine wards	SANS 10090 FIRE BRIGADE SERVICE ACT 99 OF 1987	communities and business areas	MP311	Within 24hrs	Render a humanitarian service to all wards of MP311 twice a week according to SABS 400 and SANS 10090

		SABS 400 NFPA STANDARDS				
Register and monitor safety of flammable liquids	Nine wards	SANS 10090 FIRE BRIGADE SERVICE ACT 99 OF 1987 SABS 400 NFPA STANDARDS	communities and business areas	MP311	as and when required	Register and monitor the safety of flammable liquids in all relevant and new businesses in MP311 according to SABS 400NFPA standards
Build institutional capacity	Nine wards	Disaster management act 57 of 2002 Disaster management framework 2005	Communities, departments and structures	MP311	Quarterly	Built institutional capacity to communities, departments and structures in all wards of MP311 quarterly according to the Disaster Management Act.
Assess Risk	Nine wards	Disaster management act 57 of 2002 Disaster management framework 2005	Community in high risk areas	MP311	Twice a week	Assess the risk in all wards of Mp311 twice a week according to the Disaster Management Act
Reduce risk	Nine wards	Disaster management act 57 of 2002 Disaster management framework 2005 Safety at sports and recreational events Act 02 of 2010	Community in high risk areas	MP311	Once a week	Reduce risks when it occurred e.g. floods in residential areas MP311 according to the Disaster Management Act 57
Respond and recover disasters	Nine wards	Disaster management act 57 of 2002 Disaster management framework 2010 Safety at sports and recreational events Act 02 of 2010	Affected Community	MP311	As and when needed	To respond and recover disasters in all the ward of MP311 when it occurred according to the Disaster Management Act.

Registration and Licensing of Vehicle and Drivers

5. Traffic Service Standards

Generic Key Services	Quantity	Quality/ Which Standard	Target Group / Who	Target Area / Where	Time	Full Statement
Improve Road Safety through speed measuring equipment	Nine Wards	National Roads Traffic Act 93/1996	All motorist	MP311	Daily	Improve Road Safety through speed measuring equipment in Nine wards to all motorist in the MP311 area on a daily basis as prescribed by the National Roads Traffic Act 93/1996

Recover outstanding traffic fines through road blocks	Nine Wards	National Roads Traffic Act 93/1996 and Criminal Procedure Act 51/1977	Affected motorists	MP311	Quarterly	Recover outstanding Traffic Fines through road blocks in Nine Wards for affected motorists in the MP311 area on a quarterly basis as prescribed by the National Roads Traffic Act 93/1996 and Criminal Procedure Act 51/1977.
Identify and mark road lanes for heavy motor vehicles	CBD	National Roads Traffic Act 93/1996	Heavy Motor Vehicles	MP311	Quarterly	Identify and mark road marking for heavy and light motor vehicles and cyclists in all wards of MP311 according to the Roads Traffic Acts.
Conduct Law Enforcement Loading zone	CBD CBD	National Roads Traffic Act 93/1996	All affected Motorists All affected Motorists	MP311 MP311	Daily Daily	Conduct law enforcement on loading zones daily in all wards according to the Nat Road Traffic Act.
Conduct Law Enforcement on street vendors	Nine Wards	Council By-Laws and Council Resolutions	All vendors	MP311	Daily	Conduct law enforcement on street vendors daily in all wards of MP311 according to the Council-by-laws and Council Resolutions and Traffic legislation.
Reduce Road Traffic Accidents through road signs, road marks	Nine Wards	National Roads Traffic Act 93/1996	All main Streets	MP311	Daily	To ensure road campaigns as Arrive Alive and roadblocks (When planned) and special duties daily to the residents of MP311 according to the National Roads Traffic Act.

and paint lines on streets		Arrive Alive Campaigns				
Attend representation on traffic fines	Nine Wards Outside the jurisdictions	Criminal Procedure Act 51/1977	All affected Motorists	MP311	Daily	Attend representation on traffic fines through the deployment of one official daily at the court to assist with administration according to the Criminal Procedure Act.
Execute Warrant of Arrest	Nine Wards	National Road Traffic Act 93/1996 and Criminal Procedure Act 51/1977	All affected Motorists and public	MP311	Daily	Execute warrant of arrests in all nine wards of MP311 daily according to the Criminal Procedure Act.
Attend Road Accident Calls within 5 minutes	Nine Wards	National Road Traffic Act 93/1996	Road users	MP311	Daily	Attend road accidents calls within 5 minutes in all wards of MP311 day and night according to the Road Traffic Act.
Escort funerals	per request	Municipal by-law	community	MP311	per request	Escort funerals per request to the residents of MP311 in all wards according to Municipal By-laws
Escort of VIP	per request	Municipal by-law	community	MP311	per request	Escort of VIP's per request in all wards of MP311 according to the National Road Traffic Act.

6. Licensing

Generic Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Test Vehicles for road-worthiness	As per applications received before 14h30	SABS 10047 SANS 1026 NRTA of 93/1996	Public	Public	Daily	Test vehicles as per applications received before 14h30, daily to the public as per SABS 1047 and SANS 1026
Test applicants for Leaners License	per application received not exceeding 20 per day	K53 NRTA of 93/1996	Public	Public	Daily	Test applicants as per application received 6 per day a week to the public as per the K53 module
Test applicants for driving licenses code C1-EC B	per application received not exceeding 12(Twelve) per day	K53 NRTA of 93/1996 Govt. Gazette No.28446 dated April 2006	Public	Public	Daily	Test applicants per application received 24 per day to the public as per the K53 module
Test applicants for driving licenses code B-EB	per application received not exceeding 12(Twelve) per day	K53	Public	Public	Daily	Test applicants per application received 12 days a week to the public as per the K53 module
Register Motor Vehicles	per application received	National Road Traffic Act 93/96	Public	Public	Daily	Register motor vehicles as per application received daily to the public as per the NRTA 93/96

Issue Motor Vehicles License	per applications received	National Road Traffic Act 93/96	Public	MP311	Daily 5 work days	Issue motor vehicles License as per applications received 5 days a week to the public as per the NRTA 93/96
Issue Professional driving Permits	As per applications received	National Road Traffic Act 93/96	Public	Public	Daily 5 work days	Issue Professional driving Permits PrDP's as per applications received 5 days a week to the public as per the NRTA 93/96
Renew driving licenses	As per applications received	National Road Traffic Act 93/96	Public	Public	Daily 5 work days	Renew driving licenses as per applications received 5 days a week to the public as per the NRTA 93/96
Regulate hawkers	As per incidents	Municipal By-Laws council resolutions	Hawkers	MP311	On going	Regulate Hawkers as per incidents on-going to the hawkers as per the Municipal By Laws
Issue Traffic Register Certificates Issuing of Instructor Certificate	As per applications received	National Road Traffic Act 93/96	Foreign applicant Public	MP311	Daily	Issuing of TRN's as per applications received daily to the public as per the NRTA 93/96

HEAD OF DEPARTMENT: TECHNICAL SERVICES

1 Human Settlements Services Standards

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGER AREA	TIME FRAME	FULL STATEMENT
1. Register housing needs	All	National Housing Act 107,1997	community	MP311	Quarterly	Register housing needs for the community within MP 311 quarterly as per National Housing Act, 107 of 1977

2.Review and Adopt Housing Chapter	one	Housing Act, 107 Constitution Act 108 of 1997 chapter 2	community	MP311	Annually	Review and adopt Housing Sector Plan to determine housing allocation for community within MP.... annually as per Housing Act, 107 Constitution Chapter 2 1997
3.Submit subsidy request report	One	Constitution Chapter 2, Act 108 of 1997	community	MP311	Annually	Submit subsidy request report for the community within MP311 on an annually basis in compliance with Housing Act and Chapter 2 of the Constitution in the bill of rights.
4.Conduct Housing Consumer education	All	National Housing Act 107,1997	community	MP311	Annually	Conduct housing consumer education for all the community in the MP311 annually in compliance with National Housing Act 107, 1997.

2. Fleet Management Services Standards

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT
Repair and Maintain Municipal fleet	86	National Road Traffic Act 93 of 1996 National Land Transport Act and	Departments	MP311	As and when required	Repair and Maintain Municipal Fleet of all departments within MP 311 in accordance with National Road Traffic Act 93 of 1996, National Land Transport Act 5 of 2009 and Fleet Management Policy as and when required.

		Fleet Management Policy				
Monitor Municipal fleet	86	Fleet Tracking and monitoring system and Fleet management Policy.	Departments	MP311	Daily	Monitor municipal fleet of 86 Vehicles from departments within MP311 in compliance with Fleet tracking monitoring system and Fleet management Policy daily.
Provide Advanced Driving Training	72	Fleet Management Policy, National Road Traffic Act and OHS regulations Traffic Act.	Drivers	MP311	Within 2014/15 current financial year.	Provide Advanced Driving Training to 72 Drivers within MP311 in compliance with Fleet Management Policy, National Road Traffic Act and OHS regulations Traffic Act within 2014/15 current financial year.

FINANCE

1. Asset Management

2. Inventory and Stores Management

Generic Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
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Maintain management, accounting and information system on	Ongoing	Municipal Finance Management Act 56 of 2003	Municipal Council	MP311	Annually.	Maintain management, accounting and information system on
Generic Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Maintain management, accounting and information system for the inventories	As and when required	Municipal Finance Management Act 56 of 2003 and	Municipal Council	MP311	Daily	Municipal Finance Management Act 56 of 2003 and
Monitor the Values of Assets	Once per year	Generally Recognized Accounting Framework Practice 1, 13, 16 17, 21, 26, 31, 100, 103, 104 and Municipal Finance Management Act 56 of 2003	Municipal Council	MP311	30 June	Monitor the Values of Assets of the Municipal Council within MP 311 in accordance with Municipal Finance Management Act 56 of 2003 and Generally Recognized Accounting Practice 1, 13, 16 17, 21, 26, 31, 100, 103, 104 and Municipal Finance Management Act 56 of 2003 on a daily basis.
Monitor the Values of Inventories	Once per year	Generally Recognised Accounting Practice 1, 12 and Municipal Finance Management Act 56 of 2003	Municipal Council	MP311	30 June	Monitor the Values of Inventories of the Municipal Council within MP 311 in terms of Generally Recognised Accounting Practice 1, 12, Municipal Finance Management Act 56 of 2003 and inventory management framework once per year at every 30 June.
Maintain internal control system of assets and update asset register	Once per year	Generally Recognised Accounting Practice 1, 12 and Municipal Finance Management Act 56 of 2003	Municipal Council	MP311	30 June	Maintain internal control system of assets and update asset register of the Municipal Council within MP 311 in compliance with Municipal Finance Management Act 56 of 2003 and inventory management framework once per year at every 30 June.

						13, 16 17, 21, 26, 31, 100, 103, 104 and Local Government Asset Management Guide once per year on 30 June.
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