



LAINGSBURG MUNICIPALITY SERVICE DELIVERY STANDARDS

Western Cape Province: Laingsburg Municipality (WC051) - Schedule of Service Delivery Standards Table - 2025/2026			
National Key Performance Indicator	Municipal Strategic Objective	Description	Service Level
		Standard	
		Solid Waste Removal	
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Premise based removal (Residential Frequency)	Weekly
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Premise based removal (Business Frequency)	Weekly
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Bulk Removal (Frequency)	Monthly
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Removal Bags provided(Yes/No)	Yes
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Garden refuse removal Included (Yes/No)	Yes
Basic Service Delivery	Developing a safe, clean, healthy and sustainable environment for communities	Street Cleaning Frequency in CBD	Daily
Basic Service Delivery	Developing a safe, clean, healthy and sustainable environment for communities	Street Cleaning Frequency in areas excluding CBD	Daily
Basic Service Delivery	Developing a safe, clean, healthy and sustainable environment for communities	How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours
Basic Service Delivery	Developing a safe, clean, healthy and sustainable environment for communities	Clearing of illegal dumping (24hours/48hours/longer)	1-7 days



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Basic Service Delivery	Developing a safe, clean, healthy and sustainable environment for communities	Recycling or environmentally friendly practices(Yes/No)	Yes
Basic Service Delivery	Developing a safe, clean, healthy and sustainable environment for communities	Licensed landfill site(Yes/No)	Yes



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National Key Performance Indicator	Municipal Strategic Objective	Description	Service Level
		Standard	
		Water Service	
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Water Quality rating (Blue/Green/Brown/N0 drop)	Blue
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Is free water available to all? (All/only to the indigent consumers)	All
Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	Frequency of meter reading? (per month, per year)	Monthly
Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	Are estimated consumption calculated on actual consumption over two month's/three months'/longer period?	3 months
Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	1 month
		<i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i>	
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	One service connection affected (number of hours)	Within 1 hour
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Up to 5 service connection affected (number of hours)	Within 5 hours
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Up to 20 service connection affected (number of hours)	Within 24 hours
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Feeder pipe larger than 800mm (number of hours)	Within 24 hours



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Basic Service Delivery	Improve the standards of living of all people in Laingsburg	What is the average minimum water flow in your municipality?	15 l/s
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	How long does it take to replace faulty water meters? (days)	Within 24 hours



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		Standard	
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No
		Electricity Service	
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	What is your electricity availability percentage on average per month?	99%
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Do your municipality have a ripple control in place that is operational? (Yes/No)	No
Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	How much do you estimate is the cost saving in utilizing the ripple control system?	0
Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	What is the frequency of meters being read? (per month, per year)	Monthly
Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	Are estimated consumption calculated at consumption over two month's/three months'/longer period?	3 months
Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	1 month
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Immediately
Municipal Financial Viability and Management		Are accounts normally calculated on actual readings? (Yes/no)	Yes
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No



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Basic Service Delivery	Improve the standards of living of all people in Laingsburg	How long does it take to replace faulty meters? (days)	3 days
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	How effective is the action plan in curbing line losses? (Good/Bad)	Good



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		Standard	
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	How soon does the municipality provide a quotation to a customer upon a written request? (days)	2 days
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	1-7 days
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	2 days
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	1-7 days
		Sewerage Service	
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Are your purification system effective enough to put water back in to the system after purification?	No, only licenced
Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	To what extend do you subsidize your indigent consumers?	Full basic charge
		<i>How long does it take to restore sewerage breakages on average</i>	
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Severe overflow? (hours)	Within 4 hours
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Sewer blocked pipes: Large pipes? (Hours)	Within 4 hours
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Sewer blocked pipes: Small pipes? (Hours)	Within 4 hours



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Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Spillage clean-up? (hours)	Within 2 hours
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Replacement of manhole covers? (Hours)	Within 24 hours



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National Key Performance Indicator	Municipal Strategic Objective	Description	Service Level
		Standard	
		Road Infrastructure Services	
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Time taken to repair a single pothole on a major road? (Hours)	Within 1 hour
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Time taken to repair a single pothole on a minor road? (Hours)	Within 1.5 hours
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Time taken to repair a road following an open trench service crossing? (Hours)	Within 24 hours
Basic Service Delivery	Improve the standards of living of all people in Laingsburg	Time taken to repair walkways? (Hours)	Within 24 hours
		Property valuations	
Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	How long does it take on average from completion to the first account being issued? (one month/three months or longer)	3 months
Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	Do you have any special rating properties? (Yes/No)	No
		Financial Management	
Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	Are the financial statements outsourced? (Yes/No)	Yes



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Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	No
Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 days
Municipal Financial Viability and Management	To achieve financial viability in order to render affordable services to residents	Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	No



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National Key Performance Indicator	Municipal Strategic Objective	Description	Service Level
		Standard	
		Administration	
Municipal Transformation and Institutional Development	To create an institution with skilled employees to provide a professional service to its clientele guided by municipal values	Reaction time on enquiries and requests?	1 working day
Municipal Transformation and Institutional Development	To create an institution with skilled employees to provide a professional service to its clientele guided by municipal values	Time to respond to a verbal customer enquiry or request? (working days)	1 working day
Municipal Transformation and Institutional Development	To create an institution with skilled employees to provide a professional service to its clientele guided by municipal values	Time to respond to a written customer enquiry or request? (working days)	5 working days
Municipal Transformation and Institutional Development	To create an institution with skilled employees to provide a professional service to its clientele guided by municipal values	Time to resolve a customer enquiry or request? (working days)	2 working days
Municipal Transformation and Institutional Development	To create an institution with skilled employees to provide a professional service to its clientele guided by municipal values	What percentage of calls are not answered? (5%, 10% or more)	1% - 2%
Municipal Transformation and Institutional Development	To create an institution with skilled employees to provide a professional service to its clientele guided by municipal values	How long does it take to respond to voice mails? (hours)	N/A



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Municipal Transformation and Institutional Development	To create an institution with skilled employees to provide a professional service to its clientele guided by municipal values	Does the municipality have control over locked enquiries? (Yes/No)	N/A
Municipal Transformation and Institutional Development	To create an institution with skilled employees to provide a professional service to its clientele guided by municipal values	Is there a reduction in the number of complaints or not? (Yes/No)	No



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		Standard	
Municipal Transformation and Institutional Development	To create an institution with skilled employees to provide a professional service to its clientele guided by municipal values	How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
Municipal Transformation and Institutional Development	To create an institution with skilled employees to provide a professional service to its clientele guided by municipal values	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 meetings?	No
		Community safety and licensing services	
Municipal Financial Viability and Management	Developing a safe, clean, healthy and sustainable environment for communities	How long does it take to register a vehicle? (minutes)	7 minutes
Municipal Financial Viability and Management	Developing a safe, clean, healthy and sustainable environment for communities	How long does it take to renew a vehicle license? (minutes)	4 minutes
Municipal Financial Viability and Management	Developing a safe, clean, healthy and sustainable environment for communities	How long does it take to issue a duplicate registration certificate vehicle? (minutes)	5 minutes
Municipal Financial Viability and Management	Developing a safe, clean, healthy and sustainable environment for communities	How long does it take to de-register a vehicle? (minutes)	6 minutes
Municipal Financial Viability and Management	Developing a safe, clean, healthy and sustainable environment for communities	How long does it take to renew a driver's license? (minutes)	10 minutes



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Basic Service Delivery	Developing a safe, clean, healthy and sustainable environment for communities	What is the average reaction time of the fire service to an incident? (minutes)	15 minutes
N/A	Developing a safe, clean, healthy and sustainable environment for communities	What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	25 minutes
N/A	Developing a safe, clean, healthy and sustainable environment for communities	What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	45 minutes



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National Key Performance Indicator	Municipal Strategic Objective	Description	Service Level
		Standard	
		Economic development	
Local Economic Development	Create an environment conducive for economic development	How many economic development projects does the municipality drive?	2
Local Economic Development	Create an environment conducive for economic development	How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	1
Local Economic Development	Create an environment conducive for economic development	What percentage of the projects have created sustainable job security?	15%
Local Economic Development	Create an environment conducive for economic development	Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)	No
		Other Service delivery and communication	
Good Governance and Public Participation	To create an institution with skilled employees to provide a professional service to its clientele guided by municipal values	Is an information package handed to the new customer? (Yes/No)	No
Good Governance and Public Participation	To create an institution with skilled employees to provide a professional service to its clientele guided by municipal values	Does the municipality have training or information sessions to inform the community? (Yes/No)	No



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Good Governance and Public Participation	To create an institution with skilled employees to provide a professional service to its clientele guided by municipal values	Are customers treated in a professional and humanly manner? (Yes/No)	Yes
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