

Services and Service Level Standards

EXECUTIVE BRIEF - TOWN CLERK

The City of Bulawayo is committed to improving its communication with the citizens of Bulawayo and its customers. As the City Council, we strive to deliver Municipal services in the most efficient and effective manner, so that Bulawayo becomes one of the continents leading cities in the provision of basic services. To help us achieve our mandate the Bulawayo City Council has developed this manual to highlight the services and the service standards provided by the Council and to express the policies, the rules and timeframes which we follow in the delivery of services. It is my hope that through this document the residents of the City of Bulawayo will be made aware of the services that they should expect from Council and that it will also be a reference document to which they can rely on for the delivery of timely and efficient services. I hope that it will assist the Council as we improve relations and understanding between the Municipality who provides the services and the customers who make use of these services.

MIDDLETON NYONI **TOWN CLERK**

OVERVIEW

The City of Bulawayo's Customer Service Charter has been put in place with a view of ensuring that public expectations of service delivery are matched by achievable and measurable performance standards. The intention of this document is to ensure that:

- The relationship that exists between the City of Bulawayo and the customer or recipient of service is enhanced
- Areas of dissatisfaction are reduced
- In instances of dispute the process to resolve the disputes are clear
- Unrealistic expectations are eliminated
- The escalation procedures in the event there are differences between the service provider and customers are explained
- The members of the public are made aware of how the public can access services provided by Bulawayo City Council.

This document further intends highlighting:

- How effectiveness will be tracked.
- How information about service effectiveness will be reported and addressed
- How to prevent poor customer relations

 How to keep client relationships healthy as a result of compliance from adherence to published service level standards by the Municipal employees whilst simultaneously ensuring that the rights of the customers are upheld

Overall approach

This document serves to set out:-

- How Bulawayo will provide assistance and support to you, our customer,
- The standards of service that you, our customer, can expect,
- How you can help us deliver an effective service and make suggestions for further improvement
- The channels that you, the customer, have at your disposal when you want to communicate dissatisfaction about our service delivery standards.

References

For the further purposes of this document unless otherwise stated:

"Offices" means where queries on services can be made refers physically to the following:

City of Bulawayo, Call Centre

Ground Floor
Tower Block
J Tongogara Street
Btwn L Takawira Avenue/ 8th Avenue
Bulawayo

"Call Centre" refers to communicating with the Bulawayo City Council through a 24/7 landline number (*Number to be availed at the setting up of the call centre*) or through any of the following E services:

E mail: (to be set up) SMS: (to be set up) Fax: (to be set up)

Institutional arrangements

The City of Bulawayo has six departments which include the following; Town Clerk's, Chamber Secretary, Engineering Services, Financial Services, Health Services, and Housing and Community Services.

Levels of service available

1. TOWN CLERK'S DEPARTMENT

Call Centre

Service / Service Product	Service Level Standards	Location
Capturing of all telephone queries with regards to service faults	Immediate	Ground Floor, Tower Block, J Tongogara, Btwn L Takawira Avenue/8 th Avenue
Processing of all service faults	Immediate	Ground Floor, Tower

that come through e services		Block
and other correspondence		
Answering of all telephone	90% of calls within 30 seconds and	Ground Floor, Tower
calls	80 % within 20 seconds	Block
Operating hours	24/7/365 days	Ground Floor, Tower
		Block

2. CHAMBER SECRETARY DEPARTMENT

Bulawayo Fire and Ambulance Service

Category - Technical Service

Service / service	Service level standards		Location
product		<u> </u>	
	Turn out	Response time	
Fire class Ambulance services All categories (list all categories)	One (1) minute - immediate	Not more than 10 minutes within city boundaries	Nearest Fire And Ambulance Station (Famona, Northend, Nketa Or Nkulumane)
Special service class – emergencies including road traffic accidents, major disasters, chemical spills etc (have all	One (1) minute - immediate	Not more than 10 minutes within city boundaries	Nearest Fire And Ambulance Station (Famona, Northend, Nketa Or Nkulumane
Special service calls emergency – pre arranged hiring of brigade appliances for non operational purposes (for example)	As per arrangement	Not more than 10 minutes within city boundaries	Nearest Fire And Ambulance Station (Famona, Northend, Nketa Or Nkulumane
Calls charges - all calls	Immediate	N/A	Officers Attending
Service complaints	Immediate	Immediate	Head Office, No. 1 Matopos Road , Famona
Career guidance	As per arrangement	No response time	Head Office, No. 1 Matopos Road , Famona
Familiarization tour of the station(s)	As per arrangement	No response time	Head Office, No. 1 Matopos Road , Famona

Category - Customer Education

Service / service product	Service level standards		Location
	From	То	
Fire team training	3 working days after	3 working days.	Fire Prevention Offices,

			stomer Service Standards
certificate courses	requests / payment	Results submitted within 7 working days	Famona Fire Station, No 1 Matopos Roads , Famona; Tel:
Fire team training non certificate courses	2 working days after request / payment	3 hours per working day for 5 working days. Results submitted within 7 working days	Fire Prevention Offices, Famona Fire Station, No 1 Matopos Roads, Famona
Fire management lecture sessions	1 working day after request / payment	2 hours Report submitted within 5 working days	Fire Prevention Offices, Famona Fire Station, No 1 Matopos Roads, Famona
Fire risk surveys	1 working day after request / payment	Between 1 and 3 working days. Report submitted within 7 working days.	Fire Prevention Offices, Famona Fire Station, No 1 Matopos Roads , Famona
Fire safety inspections on change of occupancy	1 working day after request /payment	1 working day Comments submitted within 3 working days	Fire Prevention Offices, Famona Fire Station, No 1 Matopos Roads , Famona
Fire safety inspection on request	1 working day after request / payment	1 working day Report submitted within 3 working days	Fire Prevention Offices, Famona Fire Station, No 1 Matopos Roads, Famona
Routine fire safety inspections	1 working day	Between 1 and 3 working days Report submitted within 5 working days	Fire Prevention Offices, Famona Fire Station, No 1 Matopos Roads, Famona
Fire safety inspection for development permit	1 working day after notification	1 working day Report submitted within 3 working days	Fire Prevention Offices, Famona Fire Station, No 1 Matopos Roads , Famona
Fire safety inspections for public buildings certification	1 working day after notification	Within 3 working days. Report submitted within 2 working days.	Fire Prevention Offices, Famona Fire Station, No 1 Matopos Roads , Famona
Competency tests (fire protection equipment maintenance / repairs)	1 working day after requests / payment	1 working day Results submitted within 5 working days	Fire Prevention Offices, Famona Fire Station, No 1 Matopos Roads , Famona
Competency tests and training (fire protection equipment maintenance / repairs	1 working after requests / payment	1 working day Results submitted within 5 working days	Fire Prevention Offices, Famona Fire Station, No 1 Matopos Roads , Famona

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Fire investigations	Immediate	Report submitted	Fire Prevention Offices,
		within 5 working	Famona Fire Station, No
		days	1 Matopos Roads,
			Famona
Fire awareness	As and when	N/A	Fire Prevention Offices,
campaigns	necessary		Famona Fire Station, No
			1 Matopos Roads,
			Famona
Evaluating and	Day of submission	3 working days	Fire Prevention Offices,
processing of	to section		Famona Fire Station, No
development and			1 Matopos Roads,
building plans			Famona
Advise on fire safety	Immediate	N/A	Fire Prevention Offices,
			Famona Fire Station, No
			1 Matopos Roads,
			Famona

Legal Department

Conveyancing

Service/ Service Product	Service Level Standards	Location	
Instructing lawyers for	1 to 3 weeks	Room 6, City Hall, under	
transfer		the Clock	
Transfers	30days		

Transfers are highly dependent on various stakeholders like Council departments, law firms and clients so it's difficult to give an exact timeframe.

Shop Licencing

Service/ Service Product	Service Level Standards	Location
Processing Temporary	2 to 7 days	Room 6, City Hall,
licences	-	Under the Clock
Processing Full licences	2 to 3 months	

Note also that licences are processed in terms of the Shop Licences Act so the Act gives time frames eg advertising is 28 to 42 days and if there are any objections its 7 days after publication.

Advising departments on legal issues

1 to 3 days

Attending to queries (debt collection)

Attended to as they come.

Hire of City Halls

Hire of City Halls	Immediate	Office 126, City Hall,
		Under the Clock

Valuation

3. ENGINEERING SERVICES DEPARTMENT

Water Section

For the purposes of this document unless otherwise stated,

"All offices" when referring to water services means where water businesses are performed.

All offices refer physically to the following:

- ➤ Tower Block 5th Floor
- ➤ Mabutweni Water Workshops
- > Nkulumane Water Workshops
- ➤ Town Main water Workshops

"All offices" when referring to "Wastewater Services" means where wastewater businesses are performed.

All offices refer physically to the following:

- ➤ Roads Yard
- ➤ Tower block 5th Floor
- ➤ Mabutweni Sewer Workshop
- ➤ Nkulumane Sewer Workshops

All offices when referring to water quality services means where water quality businesses are performed.

- Tower Block 5th Floor
- > Criterion Laboratory

1. HOW TO CONTACT US:

We may be contacted telephonically, electronically, or personally

You may personally visit us for the application of services and queries at: Call Centre, Ground Floor, Tower Block or contact us through our toll free number >>>>>>>available 24 hours a day, 7 days a week.

If you are unable to get through via the Call Centre the E- services that are available are as listed below:

E mail: email to be advised

These facilities can be used to report water leaks, burst pipes, water and sewer

Office Telephone Numbers

Call Centre	Everyday: 0800 hours – 1700 hours
Tower Block(09) 75011	Weekdays: 0800 hours – 1700 hours
Mabutweni Water Workshops-413419	Weekdays: 0800 hours – 1600 hours
Nkulumane Water Workshops-484833	Weekdays: 0800 hours – 1600 hours
Town Main water Workshops-60408	Weekdays: 0800 hours – 1600 hours
Rods Yard,-67008	Weekdays: 0800 hours – 1600 hours
Criterion Laboratory-242897	Weekdays: 0800 hours – 1615 hours

2. LEVELS OF SERVICE AVAILABLE

Water

In order to make water available to customers at an affordable cost, three levels of service are offered to domestic customers:

- > Full pressure water supply fed directly to the household from the City's supply network.
- > Semi pressure supply received by the household via a roof-tank.
- > Standpipes are provided to supply informal communities as an interim measure.
- ➤ These are metered and charged
- > Tankered water /Bowser in the case of prolonged service interruptions

Sanitation

The accepted levels for sanitation are:

- ➤ Conventional waterborne connection to sewerage infrastructure.
- ➤ Waterborne with on-site disposal septic tank and associated soak-away.
- ➤ Water with on-site collection and off-site disposal e.g. Conservancy tanks with emptying and disposal by tanker.
- ➤ Waterborne and on-site treatment.

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3. FREE BASIC SERVICES

Water

All customers receive the first 5kl per month free of charge, with rising block tariffs and fixed charges for all customers.

ACCOUNTS

SERVICE/SERVICE PRODUCT	SERVICE	LOCATION
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City of Butuwayo- Customer Service Standards		
LEVEL		
Immediate	Revenue Hall	
	Tower Block	
14 Days	Tower Block	
Immediate	Tower Block	
1 Day	Criterion Laboratory,	
	Burnside Rd.	
Immediate	Criterion Laboratory,	
	Burnside Rd.	
7 days	Criterion Laboratory,	
	Burnside Rd.	
7 days	Criterion Laboratory,	
	Burnside Rd.	
4 hours	Call Centre	
14 Days	Tower Block	
	LEVEL Immediate 14 Days Immediate 1 Day Immediate 7 days 7 days 4 hours	

ENGINEERING SERVICES CONTACT CENTRE

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
Capturing of all telephone queries with regards to Engineering Service Faults	Immediate	Tower Block Call Centre
Processing of all engineering services faults that come through e-services and other correspondence	Immediate	Tower Block Call Centre
Answering of all telephone calls	All calls within 30 seconds	Tower Block Call Centre
Operating hours	24/7/365	Call Centre
Visit to Water and Wastewater treatment plants	7 days	Tower Block

TECHNICAL

TECH (ICILE		
SERVICE/SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET SERVICE FROM
General Technical Queries regarding water borne	3 days	Call Center,
sewerage/water reticulation.		All Offices
Process applications for new water connections, meter		
re-positioning, meter in-situ and new meter tests,	5 days	Tower Block 5 th Floor
Process applications for fire hydrant relocations.	14 days	
,	-	Tower Block 5 th Floor
Inspect plumbing of commercial and industrial		

	City of Bulawayo- Custo	
customers for compliance for normal fire fighting	5 days	City Centre Main Water
standards.		workshops
Investigate general, domestic customer	48 hours	All Offices
complaints/queries related to water supply.		
Investigate and resolve water ponding on private		Call centre
property and water pressure complaints.	48 hours	All Offices
Process and conduct pressure and flow tests.		All Offices
	7 days	
Inspection of Properties to location nearest Water		All Offices
Main, check for lot numbers, and boundary pegs in	96 hours	
order to facilitate new water connections.		. 11 0 00
Install domestic water connections ≤ 20 mm to		All Offices
individual consumer's multi – dwelling units and	14 days	
housing projects.		. 11 0 00
Install large domestic, commercial, individual water		All Offices
connections >20mm including fire connection.	14 days	
Read all consumers (domestic & commercial) and		
reservoir water meters in the Bulawayo Municipality.	Monthly	Meter Reading Departmen Revenue Hall
Carry out field investigations/check readings where	Monthly	Meter Reading Departmen
required.		Revenue Hall
Estimated readings when unable to read.	Monthly	Meter Reading Departmen
		Revenue Hall
Maintenance of water meters and chambers	96 hours	All Offices
Tracing of leaks related to water meters.	96 hours	All Offices
Location of buried water meters.	5 Days	All Offices
Raising and re-sitting of water meters	5 Days	All Offices
Change of faulty meters.	14 days	All Offices
Water sampling -: If there is a water complaint	8 hours	Criterion Laboratory,
sampling is done within 8 hours and report would be		Burnside Rd.
ready in 5 days time.		
Supplying developers, consultants, short and long term	7 days maximum	Tower Block
planning, details for Water and Sanitation Services.		
Supplying the public with details of existing Water and	Immediate and in	Tower Block
Sanitation services/structures/drawings and records.	some instances up to	
	one week.	
Supplying Customers with GIS information, aerial		Tower Block
photographs, maps, survey details, backlog, and other	7 Days at request and	
statistics	at Council tariff.	
SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
Sample testing, eg. Ground Water contamination,	5 working days	Criterion Laboratory,
drinking water quality, stream water quality.	anjo	Burnside Rd.
Environmental Impacts Assessments – Water and	30 days	Tower Block
sanitation comments submitted. –		

	City of Bulawayo- Custo	omer Service Standards
Tanker Clearance – (Septic tanks emptying)	2 – 5 Days	Roads Yard
Conduct standard 2 or 3 times yearly inspection to ensure compliance with sewerage disposal bylaws, National Building Regulations and other environmental legislation.	Quarterly	Criterion Laboratory, Burnside Rd.
Submit an inspection report, notice or letter to industry	1 W1-	Criterion Laboratory,
within one week of inspection. Ensure all relevant legislation and Department Policy	1 Week As required	Burnside Rd. Criterion Laboratory,
are communicated to industry. Prepare Press Release for Head/Deputy Head approval		Burnside Rd. Criterion Laboratory,
on spill or pollution incidents.	2 Days	Burnside Rd.
Prepare Press Release on request of Reporter after Head/Deputy Head approval.	24 Hours	Tower Block
Give developers and consultant's information required such as pressure zones, flow rates, bulk supplies.	1 week	Tower Block
Delivery of potable water to customers in areas where water supply has been interrupted.	12 Hours	Roads Yard
Delivery of Water Bowser to residential areas where water supply is intermittent.	12 Hours	Roads Yard
Backfilling of trenches/excavations/ in road ways and on verges due to emergency work	2-3 Day`	City Centre Main Work shops
Waste Water Tank Services: Conservancy/Septic tank emptying, unprogrammed.	2-3 Days	Roads Yard
Physical Waste Water connection Installations	14 Days	Roads Yard
Inspection of new Waste Water Installation	2 Days	Housing offices
Approval/referral of building plans with respect to sewerage disposal.	3 Days from the time of sign in to the department from the building inspectors	Tower Block
Attendance to sewer overflows/blockages/smells/damage	8 Hours for critical cases	Workshops
	48 hours for non critical cases	
Attendance to Private Blockages on private property	2-3 Days	Work shops

WATER AND WASTE WATER WORKS

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
Drinking water treatment quality	Standards Association of	Call Center,
	Zimbabwe(SAZ), Standard	Criterion Lab

	560:1997	Tower Block
Waste water treatment quality	Statutory Instrument 6 of 2007,	Call Center, Criterion Lab
	Environmental Management	Tower Block
	Association (EMA)	
Emergency response time to site	4 Hours	Call Center, Criterion Lab
		Tower Block
Non emergency response time to sit	24 Hours	Call Center, Criterion Lab
		Tower Block

Sanitation

Levels of Service Available

The accepted levels for sanitation are:

- Conventional waterborne connection to sewerage infrastructure.
- Waterborne with on-site disposal septic tank and associated soak-away.
- Water with on-site collection and off-site disposal e.g. Conservancy tanks with emptying and disposal by tanker.
- Waterborne and on-site treatment.
- Urine Diversion toilet with double vaults (dry sanitation)

General Comments:

- a) The workshop locations only refer to points of interface for customers, and not the point from where the service is provided.
- c) Time period in days are specific to "working days" not "calendar days" as there is a big difference, especially in holiday seasons.

GENERAL SEWER SERVICES AND SERVICE LEVEL STANDARDS

Technical

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	WORKSHOP LOCATION
Removal of spoil material left on consumers verges.	1 Day	City Centre, Nkulumane, Mabutweni
Backfilling of trenches/excavations/ in road ways and on verges	1 Day`	City Centre, Nkulumane, Mabutweni

	<u> </u>	
Waste Water Tank Services: Conservancy/Septic tank emptying, unprogrammed.	3 Days	City Centre
Pit Latrine Emptying	14 Days	City Centre
Waste Water connection Application/ Installations From receipt of customer's full purchase of raw materials.	7 Days	City Centre, Nkulumane, Mabutweni
Inspection of new Waste Water Installation from completed date of sewer connections.	3 Days	City Centre, Nkulumane, Mabutweni
Approval / Disapproval of building plans with respect to sewerage disposal.	3 Days	City Centre, Nkulumane, Mabutweni
First attendance to Sewer overflows/blockages/smells/damage	½ Day	City Centre, Nkulumane, Mabutweni
Attendance to Private Blockages on private property	1 Day	City Centre, Nkulumane, Mabutweni
Escalated Waste Water Complaints.	1 Day	City Centre, Nkulumane, Mabutweni

Roads

Levels of Service Available

In an effort to manage a transport network for the city's ever increasing number of vehicles, three levels of service are offered to the residents:

- Provide adequate roads infrastructure for the city's' new housing developments.
- Periodic maintenance of existing roads infrastructure.
- Routine maintenance of existing roads infrastructure.(pot hole patching)

SERVICES AND SERVICE LEVEL STANDARDS

NEW DEVELOPMENTS

SERVICE/SERVICE PRODUCT	SERVICE	LOCATION
	LEVEL	
Production/ Approval of new roads and storm water	30 days	Fourth floor,
drainage designs.		tower block.
Construction/ inspection of new roads and storm	60 days	Fourth floor,
water drainage designs to compliance		tower block.

MAINTENANCE

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
Public complaints/queries on road services	3 days	Fourth floor, Tower block
Re-gravelling, pot hole patching, storm water drainage clearing	14 days	Roads Yard, Lobengula St
Regrading, Reconstruction	14 days	Roads Yard, Lobengula St
Re-sealing	Resources based	Roads Yard, Lobengula St
Re-surfacing	Resources based	Roads Yard, Lobengula St
Traffic calming measures (speed humps)	14 days	Roads Yard, Lobengula St
Supplying developers, consultants, short and long term planning, details for roads servitude and network.	Immediate.	Fourth floor, tower block.
Supplying the public with details of existing road services, drawings and records.	Immediate	Fourth floor, tower block.
Environmental Impacts Assessments – comments submitted.	14 Days	Fourth floor, tower block.
Town Planning/Building, Estates Dept, ensuring consistency on the application on Sub-divisions.	2 days	Fourth floor, tower block.

EDUCATION AND TRAINING

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
Community Liaison: Liaise with Ward Committee.	As required.	Fourth floor, tower block.

ELECTROMECHANICAL

SERVICE/SERVICE	SERVICE LEVEL	WHERE PUBLIC CAN
PRODUCT		GET SERVICE FROM

	Cuy oj Bulawayo- Cu	siomer service sianaaras
Repair street lights	1 day if spares available >2 weeks if spares to be ordered	Roads Yard
Repair tower lights	1 day if spares available >2 weeks if spares to be ordered	Roads Yard
Complete overhaul of KSB and Sulzer pumps	5 weeks	Mechanical Workshop
Repair of KSB and Sulzer motors involving rewinding	4 weeks	Electrical Workshop
Rewinding of 88/6.6kv transformer	12 weeks	Electrical Workshop
Repair of sewage pumps.	1 day if spares available >2 weeks if spares to be ordered	Mechanical Workshop
Maintenance of traffic lights	1 hr if problem with bulbs 1 day if problem with controller	Roads Yard
Install traffic lights at intersection with 12 LED aspect heads.	4 hours	Roads Yard

ADMINISTRATION

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET SERVICE FROM
Reply to Correspondence, letters, faxes	14 Days	Tower Block

1. TOWN PLANNING

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET SERVICE FROM
Recommendations for route authority for commuter omnibus	Immediate	Tower Block, 7 th Floor
Recommendation for liquor	Immediate	Tower Block, 7 th Floor
Development Permits (Plans)	1 week	Tower Block, 7 th Floor
Development Permits (Plans)	1 week acknowledgement. 3 months processing	Tower Block, 7 th Floor
Regularisation of illegal uses	1 week acknowledgement 3 months processing	Tower Block, 7 th Floor
Application for land	1 week acknowledgement 3 months processing	Tower Block, 7 th Floor

Non title surveys, Topographical	2 days	Tower Block, 7 th Floor
surveys		
Relocation of beacons	1 day	Tower Block, 7 th Floor
Investigating and resolving	2 days	Tower Block, 7 th Floor
boundary disputes		
Processing cancellation of portions	One month	Tower Block, 7 th Floor
of general plans		
Issuing survey instructions to	Immediate	Tower Block, 7 th Floor
private land surveyors		

4. FINANCIAL SERVICES DIRECTOR

ACCOUNTS

Service/ service product	Service level	Location
Registration of a New Account	Immediate	Revenue Hall
Termination of existing Account	2 weeks	Revenue Hall
Transfer of Account from one	Immediate	Revenue Hall
consumer to the next		
Linking of Account and services	Immediate	Revenue Hall
e.g Electricity and water		
Name Change on an Account	Immediate	Revenue Hall
High Accounts	Immediate	All offices
Leaks: Advice consumer on		
method to check		
Incorrect meter readings;		
Investigation:		
Cross Meters		
Flow Limiter Applications		
Debt Relief (where applicable)	Immediate	All Offices
Restrictions, disconnections &	Immediate	All offices
reconnections		
Copy statements, IT section has		All statements
reservations		
Balance enquiries	Immediate	All offices
Multi metering		
Correspondence, letters, emails,	14 Days	All offices
faxes		
Credit control as per the water	Daily	Revenue hall
policy		
Waste water and pollution	1 day	Revenue hall
charges		
Opening and terminating of		
waste water customers		

TECHNICAL

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
General Technical Queries regarding water born sewerage/water reticulation.		
Process applications for new water connections, meter re-sites, meter tests, and fire hydrant relocations.	14 days	All Offices
Inspect plumbing of commercial and industrial customers for compliance for normal fire fighting standards.		
Investigate general, domestic customer complaints/queries related to water supply.		
Investigate and resolve water ponding on private property and water pressure complaints. Process and conduct pressure and flow tests.		
Inspection of Properties to location nearest Water Main, check for lot numbers, and boundary pegs in order to facilitate new water connections.		
Install domestic water connections ≤ 25mm to individual consumers multi – dwelling units and housing projects.		
Install large domestic, commercial, individual water connections >25mm including sprinkler and fire connection.		
Read all consumers (domestic & commercial) and reservoir water meters in the eThekwini Municipality.	Quarterly	Revenue Hall
Carry out field investigations/check readings where required.	Daily	
Estimated readings when unable to read. Maintenance of water meters and chambers	Monthly	Revenue Hall
Tracing of leaks related to water meters. Location of buried water meters.		
Raising and re-siting of water meters Change of faulty meters.		
Removal of water connections due to defaulting Water sampling.		
Investigations into general meter and account queries.	7 Days	All offices
Supplying developers, consultants, short and long term planning, details for Water and Sanitation Services.		
Supplying the public with details of existing Water and Sanitation services/structures/drawings and records.		
Supplying Customers with GIS information, aerial		

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photographs, maps, survey details, backlog, and		
other statistics		
Sample testing, eg. Ground Water contamination,		
drinking water quality, stream water quality.		
Environmental Impacts – comments submitted.		
Tanker Clearance		
Town Planning/Building, Estates Dept, ensuring		
consistency on the application of the Plans Approval		
Guideline Document for referral, approval and		
conditions set.		
Chamber of Business/Waste Minimisation Clubs/		
Catchment Management Forums/ Rate Payers		
Association – Communicate and consult on legal	As required.	
and policy issues of interest.	1	
Conduct standard 2 or 3 times yearly inspection to		
ensure compliance with sewerage disposal bylaws,		
National Building Regulations and other		
environmental legislation.		
6		
Submit an inspection report, notice or letter to		
industry within one week of inspection.		
Ensure all relevant legislation and Department		
Policy are communicate to industry.	Immediate	
Prepare Press Release for Directors approval on spill		
or pollution incidents.		
Prepare Press Statement on request of Reporter after		
Directors approval.		
Give developers and consultants information		
required such as pressure zones, flow rates, bulk		
supplies.		
Delivery of potable water to customers in areas		
where water supply has been interrupted.		
Delivery of water sachets to residential areas where		
regular water supply cut offs take place.		
Removal of spoil material left on consumers verges.		
Backfilling of trenches/excavations/ in road ways		
and on verges		
Waste Water Tank Services : Conservancy/Septic		
tank emptying, unprogrammed.		
Pit Latrine Emptying		
Waste Water connection Application/ Installations		
Inspection of new Waste Water Installation		
Approval of building plans with respect to sewerage		
disposal.		
Sewer overflows/blockages/smells/damage		
	1	1

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Private Blockages on private property		
Escalated Waste Water Complaints.		

5. DIRECTOR OF HEALTH SERVICES

PERSONAL HEALTH

Service/ service	Service level	Location
product		
Diagnosis and	Monday – Friday 0730 - 1530	All council clinics
treatment of	hours	
Tuberculosis (TB)	Saturdays 0730 - 1130 hours	
Admission of very ill	24 hours	Thorngrove hospital
patients with TB		
Admission of patients	24 hours	Thorngrove hospital
with infectious		
diseases		
Provider initiated	Monday – Friday 0730 - 1530	All clinics and thorngrove
testing and counseling	hours	hospital
for HIV (PITC)	Saturdays 0730 - 1130 hours	_
Initiation of anti –	Weekly	Mzilikazi, entumbane,
retroviral therapy for		emakhandeni, luveve, pelandaba,
patients with CD4		nketa, nkulumane, khami road
count of 350 and		clinic, magwegwe clinics
below		
Oi/ art follow up	Daily	Above clinics plus northern
1		suburbs, pumula and maghawe
		clinics
OI/ art follow up sites	Weekly	Pelandaba, pumula, luveve and
for paediatrics reffered		maghawe clinics
from Mpilo Hospital.		_
these children are		
initiated on art at		
Mpilo hospital		
Treatment of minor	Monday – Friday 0730 – 1530	All clinics
ailments	hours	
	Saturday 0730 -1130 hours	
Family planning	Monday – Friday 0730 – 1530	All clinics
services	hours	
	Saturday 0730 – 1130 hours	
Ante-natal care and	Monday – Friday 0730 – 1530	All clinics except khami road
post natal care	hours	clinic
1	Saturdays 0730 -1130 hours	
Deliveries	24 hours	Northern suburbs , luveve,
		pelandaba and nkulumane clinics
Prevention of mother	M 1 F:1 0720 1520	1
	Monday - Friday 0/30 - 1530	All clinics
to child transmission	Monday – Friday 0730 – 1530 hours	All clinics

	etty ey z tit	anayo customer service stantaaras
expecting mothers and		
partners		
Vaccination of	Monday – Friday 0730 -1530	All clinics except khami road
children under five	hours	clinic
years and women of	Saturdays 0730 - 1130 hours	
child bearing age		
Monitoring of growth	Monday – Friday 0730 – 1530	All clinics except khami road
and development of	hours	clinic
children below 5 years	Saturdays 0730 – 1130 hours	
	Monday – Friday 0730 – 1530	Nkulumane clinic
Voluntary testing and	hours	
counseling (VCT)	Saturday 0730 -1130 hours	
Dental services i.e	Monday – Friday 0730 – 1530	Pelandaba clinic
dental examinations	hours	
and tooth extractions	Saturdays 0730 – 1130 hours	

ENVIRONMENTAL HEALTH

Service/ service	Service level	Location
product		
Iicensing and	48 hours (2 days)	Head office
registration of business		
premises (processing		
of application)		
Examination of	72 hours (3 days)	Head office
building plans		
Water and food quality	Routine	Head office / cleansing / pest
monitoring		control
Public health	48 hours / on demand	Head office
complaints		
Provision of graves	Routine / provision of graves	All cemeteries:
and bookings	on demand	West park 09-201281
		Luveve 09-521 369
		Hyde park 413 504
		Head office
Cremation services	On demand	West park crematorium
		Head office
Mosquito and rodent	routine	Head office, pest control section
control		tel 78216

ENVIRONMENTAL HEALTH BRANCH

Service/ service product	Service level	Location
Licensing and	48 hours (2 days)	Head office
registration of business		

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		<u></u>
premises (processing		
of application)		
Examination of	72 hours (3 days)	Head office
building plans		
Water and food quality	Routine	Head office / cleansing / pest
monitoring		control
Public health	48 hours / on demand	Head office
complaints		
Provision of graves	Routine / provision of graves	All cemeteries:
and bookings	on demand	West park 09-201281
		Luveve 09-521 369
		Hyde park 413 504
		Head office
Cremation services	On demand	West park crematorium
		Head office
Mosquito and rodent	routine	Head office, pest control section
control		tel 78216

Service/ service	Service level	Location
product		
Domestic waste	Once a month	65523, 74450, 73569
management		Cleansing Depot
(residential)		75011 Ext 2078 Head Office
Commercial waste	Daily	65523, 74450, 73569
management central		Cleansing Depot
business district and		75011 Ext 2078 Head Office
shopping centres		
Industrial waste	Once a month	Cleansing Depot / Head Office
management		
Clearing illegal dumps	Depending on availability of	Cleansing Depot / Head Office
	resources on demand	
Cleaning of public	Daily	Cleansing Depot / Head Office
conveniences		
Street sweeping	Daily	Cleansing Depot/ Head Office
Collection of dead	On demand	Cleansing Depot / Head Office
animals		
Dog patrols	Routine	Cleansing Depot/ Head Office

6. DIRECTOR OF HOUSING AND COMMUNITY SERVICES

BUILDING INSPECTORATE SECTION

SERVICE/SERVICE	SERVICE LEVEL	LOCATION

	Cuy oj	Duiawayo- Cusiomer Service Sianaara
PRODUCT		
Building plan approval	6 weeks	8 th Floor Reception, Tower Block
Building plan searching	Immediate	8 th Floor Reception, Tower Block
Building inspections	Within 3 days	8 th Floor Reception, Tower Block and the following district offices: Nketa housing office, Mabutweni offices (along Nketa Drive), Pumula Housing Office, Entumbane Housing Office
Advertising sign licence	Immediate	As above
Encroachment licence	Immediate	As above
Hoarding licence	Immediate	As above
Scaffolding licence	Immediate	As above
Drain Layer's licence	Within 1 week	8 th Floor Reception, Tower Block

COMMUNITY SERVICES

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
Hire of Community Halls	1 hour	Nguboyenja Social Services
Hire of Youth Centres	1 hour	Inyathi Youth Centre
Hire of Homecraft centres	1 hour	Mzilikazi Homecraft Centre
Service to the elderly, orphan and vulnerable children (Social Safety Nets, child abuse)	Immediate	3 rd floor and at all housing offices in the Western suburbs in the City
Rate rebates and supplementary charges	2 months	3 rd floor and at all housing offices in the Western suburbs in the City
Registration for skills training and youth activities (Vocational, recreational and home craft centres)	Immediate	Tshaka Vocational Mzilikazi Homecraft Centre Inyathi Youth Centre

ESTATES SECTION

SERVICE/SERVICE	SERVICE LEVEL	LOCATION

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City of Bulawayo- Customer Service Stand			
PRODUCT			
Title deeds transfer – Western Areas	30 working days	3 rd Floor, Tower Block	
Title deeds transfer – Eastern Areas	30 working days	3 rd Floor, Tower Block	
Processing of consent forms	5 working days	3 rd Floor, Tower Block	
Processing of Agreements of Sale	16 working days	3 rd Floor, Tower Block	
Survey instructions	10 working days	3 rd Floor, Tower Block	
Processing of church leases, car parks, pre-schools	3 months	3 rd Floor, Tower Block	
Industrial and commercial (tender)	Industrial 3 months and commercial 5 months	3 rd Floor, Tower Block	
Trading (shops),	4 months - tenders	3 rd Floor, Tower Block	
stages – booking of flea- markets	1 week		
Processing of agreement of sale - Eastern	15 working days	3 rd Floor, Tower Block	
Processing of agreement of sale - Western	15 working days	3 rd Floor, Tower Block	

PARKS SECTION

	SERVICE/SERVICE	SERVICE LEVEL	LOCATION
	PRODUCT		
1	Hire /Booking Amphitheatre	Immediate	Tower Block 8 th floor
			office 807.
2	Tree inspection	1 Day	-Land Inspectorate
			-Central Parks
			-Mabutweni Nursery
3	Tree cutting	2 days	Land Inspectorate Falls
			road Tel. 210376
4	Report on Stray animals	1 day	
	Soil excavation Wood cutting		Land Inspectorate Falls
	Gold panning Vagrants, Illegal		road Tel 210376
	occupation of Council property –		

	Dumping e.t.c.		
5	Report on grass cutting and clearing of bush encroachment	2 days	Central Parks Tel 09-231401 Mabutweni Nursery
			Park Tel 09-412492
6	Removing of a fallen tree blocking road	Immediate	Central Parks Tel. 09-231401 Mabutweni Nursery Park Tel. 09-412492
7	Demarcation of undesignated areas	Immediate	Lands Inspectorate Falls road
8	Supplying plants seedling and flowers	Contact City of Kings	City of Kings Fall Road
9	Advice on plants propagation	Immediate	Central Park Mabutweni Nursery
10	Removal of ant hills	Immediate	Central Park Mabutweni Parks Nursery
11	Photographic permits	Immediate	Tower Block 8 th floor room 807
12	Traditional healer permits for herbs extraction on Council land	Immediate	Tower Block 8 th floor room 807

EDUCATION SECTION

Level of Service Available

A. **BASIC PRIMARY EDUCATION**:

In order to provide basic primary education, the City of Bulawayo has built twenty-nine (29) primary schools as highlighted below.

- Twenty-six (26) Primary 2 (P2) schools situated in the western suburbs of Bulawayo.
- One (1) Primary 1 (P1) situated in medium density suburb of Mahatshula.
- Two (2) Primary 3 (P3) schools, one situated at St. Peters in Mazwi Village and the other at the Aisleby Farm.

Schools offer lessons daily according to the stipulated school calendar by Ministry of Education. All pupils are required to pay tuition fees, Council and Parent Teacher Association (PTA) levies.

- Tuition fees are charged by the Government.
- Council levy is charged by Council. However, the said levies have to be approved by the Ministry of Education.

PTA levy is charged by the parents and also it has to be approved by the Ministry of Education.

Education:

Schools

SERVICE/SERVICE	SERVICE LEVEL	LOCATION
PRODUCT		
Offer Universal Primary Education	Daily (as per school calendar)	Mgombane; Dumezweni; Mahatshula; Senzangakhona ; Mkhithika Thebe; Ngwalongwalo; Mgiqika; Mahlathini; Mawaba ; Mabhukudwana; Mtshane ; Josiah Chinamano; Mtshingwe; Ingubo; Malindela; Mthombowesizwe; Nketa; Mganwini; Mafela; Manondwane; J.W. Mthimkhulu; Ntshamathe; Zulukandaba; Aisleby; St. Peters; Queen Elizabeth II; Sigombe; Mgoqo; Tategulu
	1.11	
Collect and receipt tuition fees, council levies and PTA levies	daily	All schools
Attend to parents complaints and queries	Daily as required	All schools / head office
Attending to correspondence, letter, visitors	Daily as required	All schools/ head office
Enrolling new school pupils	Usually at the beginning of each term/ as required	All schools
Checking if Council procedures are followed in schools	Two (2) schools a week/ as required	All schools
Attending to schools functions	As required / per invitations	Head office
Providing accommodation for Councillor's meetings with residents	Twice a month	All schools
Providing accommodation to schools cater for Budget Consultative meetings	Twice a year	Identified
Providing accommodation for identity document registration and processing	Daily	Nketa Primary school

B. <u>BULAWAYO MUNICIPAL LIBRARY SERVICE</u>

Levels of Service Available

Bulawayo Municipal Libraries (BML) thrives to provide affordable information service to all Stakeholders in the City:

- To promote reading culture.
- To provide books and other materials inorder to meet the educational needs for the community.
- Appropriate library resources are provided for primary schools, secondary and tertiary education. Library buildings are strategically positioned just a walking distance.

Free Basic Library Service

Library subscriptions are affordable to all members of the community such that everybody could access the library information service.

Those who do not want to borrow books are allowed to access the library information free of charge i.e. inside only.

SERVICE/SERVICE	SERVICE LEVEL	LOCATION
PRODUCT		
Registration of new library	Immediate	All nine libraries
members		
Membership renewal	Immediate	All nine libraries
Purchasing of new books	Three times per year	All nine libraries
Provision of internet facility	Immediate	Mzilikazi Library
Serve clients at desk	Daily	All nine libraries
Help researchers	Daily	All nine libraries
Teach basic computer skills to	Daily	All nine libraries
members		
Classification of books for the	Weekly	Mzilikazi
whole service		
Catalogue many books for the	Weekly	Mzilikazi
whole service		
Withdraw old and outdated books	Once per month	All nine libraries
Educate and train community on	Daily	All nine libraries
how to use the library		

C. <u>EARLY CHILDHOOD DEVELOPMENT SERVICE (PRE-SCHOOLS)</u> <u>LEVEL STANDARDS</u>

Twenty four (24) nurseries are service providers in the western suburbs of the city. There are thirty nine (39) groups of an average of 25 - 30 pupils per class taking part in pre-school programmes.

Level of service available

- To provide quality accessible and affordable early childhood development care activities and services for children aged between two (2) years and five (5) years in the City of Bulawayo.
- To advocate and make policy recommendations on children's rights and other issues that affect the welfare of children aged 2-5 years.
- To promote the development and distribution of affordable public information and materials on issues relating to children.
- To encourage community involvement in ECD activities and services including networking with our parent Ministry of Education.

Services and Service Level Standards

SERVICE/SERVICE	SERVICE LEVEL	LOCATION
PRODUCT		
Registration of a pre school	Immediate	All centres
ACCOUNTS		
Asset Registers	Immediate	All centres
Budget and income control	Immediate	All centres
*Pre schools budget their		
expenditure in relation to their		
enrolment / establishment		
TECHNICAL		
Reviewing progress against action	Three days	All centres
plans		
Learning from successes	Once a month	Tshaka centre
Having an overview	Once a month	Tshaka centre
Sharing ideas and perceptions on	Once a month	Tshaka centre
how the job could be done more		
effectively		
Specifying action to achieve	Three days	All centres
development on organization		
targets		
Complaints/ queries	Daily	All centres
Carry out field investigations /	As per call	All centres
check		
Supplying the public with	Immediate	All centres
information		
Parent teacher association (PTA)	Once a month	All centres
meetings		