
2025/2026 INSTITUTIONAL SERVICE LEVEL STANDARDS CHARTER, FOR CONSIDERATION AND APPROVAL BY MAYORAL COMMITTEE AND COUNCIL.

1. STRATEGIC THRUST

Good Governance.

2. OBJECTIVE

The purpose of this report is to have the institutional Service Level Standards charter considered and approved for the 2025/26 IDP by Mayoral committee and Council.

3. BACKGROUND

Joburg Metropolitan municipal service standards are essential for ensuring that citizens, businesses, and visitors receive high-quality services. By understanding the background and principles of service standards, CoJ can improve service delivery, enhance citizen experience, and build trust and confidence in their services. A charter will foster trust and confidence among stakeholders by establishing clear standards and expectations.

Despite the benefits, CoJ faces challenges in implementing and maintaining service standards, including:

- Limited resources
- Inadequate infrastructure
- Changing citizen needs and expectations
- Complexity of service delivery

To address these challenges, CoJ must prioritize service standards, invest in infrastructure and technology, and foster a culture of continuous improvement.

4. SUMMARY

By developing a Service Level Charter that is aligned with relevant legislation, our municipality will ensure that we provide services that are responsive to the needs of citizens, efficient, and effective. Batho Pele White Paper, which we subscribe to as the city provides a framework for transforming the public service into a more responsive and citizen-centered institution. The Municipal Systems Act Requires municipalities such as our to develop and implement service delivery agreements that outline the services to be provided and the standards to be met.

Service Standard Charter

To improved Service Delivery, City of Joburg as a metropolitan municipality has a responsibility to ensure that services are delivered efficiently, effectively, and consistently to meet the needs of its citizens, businesses, visitors, and enhances the experience of its community to provide a positive and seamless experience for citizens interacting with the municipality, through clear communication, timely responses, and resolution of queries and complaints. To foster a culture of continuous improvement, encouraging ongoing evaluation and refinement of services to meet evolving citizen needs

To Increase Transparency and Accountability, the city continues to promote monitoring of Service Standards and benchmarks for service delivery to enable citizens and/or stakeholders to hold the municipality accountable for its performance through development of the Service Level Charter.

City Power

No.	Core Services	Service Level Standard
1.	Average time taken to repair logged streetlight queries (Motorways)	2 days
2.	Average time taken to repair logged streetlight queries (Secondary Roads, Main Arterials and Area lighting)	3 days
3.	Percentage resolution of logged queries within 30 days.	95%
4.	Percentage of Large Power Users (LPU) meters read as per the download file.	98%
5.	Percentage of Domestic meters read as per the download file.	95%
6.	Average time take to communicate Planned Power interruption.	7 days
7.	Time of logged call to time taken to communicate (acknowledging) the outages	3 hours

Joburg Water

No.	Core Services	Service Level Standard
1.	Percentage of water supply interruptions concluded within 12 hours of notification.	90%
2.	Percentage of fire hydrants repaired within 48 hours of notification.	80%
3.	Percentage of stolen meters replaced within 24 hours of notification.	90%
4.	Percentage of defective meters repaired within 3 days of notification.	80%
5.	Percentage of leaking valves repaired within 48 hours of notification.	92%

No.	Core Services	Service Level Standard
6.	Percentage of missing manhole covers replaced within 24 hours of notification.	95%
7.	Percentage repair of water pipe burst within 48 hours of notification.	85%
8.	Percentage sewer blockages cleared within 24 hours of notification.	92%
9.	Percentage of new water connections completed within 15 days of receiving request from customer.	70%
10.	Percentage of actual water meter readings submitted to bill	88%
11.	Percentage of planned service interruption communiqués	95%
12.	Percentage of unplanned service interruption communiqués sent immediately	95%
13.	Number of households with access to basic water in informal settlements LOS1	250HH
14.	Number of households with access to basic sanitation in informal settlements LOS1	200HH
15.	Ratio of households per chemical toilet	10:1

Pikitup

No.	Core Services	Turnaround time	Service Level Standard
1.	Resolution of complaints	7 days	85%
2.	Cleaning of illegal dumping spots	5 days	85%
3.	Removal of animal carcasses	48 hours	100%
4.	Delivery of new or replacement wheelie bins (240ℓ) ordered by customer	7 days	85%
5.	Collection of refuse bags on the curb side	Daily	90%
6.	Households in informal settlements provided with waste management services	Daily	90%

Johannesburg Roads Agency

No.	Core Services	Service Level Standard
1.	% of damaged / missing road barriers or guardrails repaired from when a valid call is logged	40% within 14 days. 60% within 20 days. 80% within 30 days.
2.	% of blocked stormwater kerb inlets (KPI's) repaired from when a valid call is logged	40% within 14 days. 60% within 20 days. 80% within 30 days.
3.	% of missing JRA manhole covers made safe and replaced after a valid call is logged	40% within 14 days. 60% within 20 days. 80% within 30 days.

No.	Core Services	Service Level Standard
4.	% of reported damaged / missing regulatory road traffic signs replaced or repaired from the time when a valid call is logged	40% within 14 days. 60% within 20 days. 80% within 30 days.
5.	% of reported potholes repaired from time of recording of a genuine pothole by the JRA from all sources.	40% within 14 days. 60% within 20 days. 80% within 30 days.
6.	% of reported faulty traffic signals repaired from the time of genuine fault recorded by JRA from all sources.	40% within 14 days. 60% within 20 days. 80% within 30 days.
7.	% of reported damaged traffic signal poles repaired/ from when a valid call is logged.	40% within 14 days. 60% within 20 days. 80% within 30 days.

Metrobus

No.	Core Services	Service Level Standard
1.	% of scheduled public bus trip arriving on time	90%
2.	Bus timetable	90-95% adherence to daily bus schedule
3.	Safety of passengers	100% compliance to health and safety legislation 1) Zero security incidents on buses 2) Zero fatalities enforcing of bus seating standing in line with applicable regulations
4.	Response time for walk in enquiries	All walk-in queries resolved within 1 hour

Joburg Market

No.	Core Services	Service Level Standard
1.	Opening a new buyer account	20 minutes
2.	Electronic Sales Processing System disruptions	Mirror/back-up 12w system to go live: within 55 minutes
3.	Time to resolve cashiering queries when clients are depositing money.	Resolution of depositing queries within 30 minutes.
4.	Repairs of infrastructure facilities	Commencement with repairs process on reported infrastructure breakdown within 24 hours
5.	Repairs to ripening facilities	90% Availability

No.	Core Services	Service Level Standard
6.	Cold Room facilities	Average temperature variance not greater than 2°c of agreed customer requirements

Human Settlements

No.	Core Services	Service Level Standard
1.	Response to Group Legal and Contracts on new eviction matters, where City is joined to provide TEA.	Written response to Group Legal and Contracts within 5 days of receiving a request.
2.	Title deed registration	Within 21 days from lodgement date
3.	Title deeds issued in a period less than 6 months after registration	6 months

Health

No.	Core Services	Service Level Standard
1.	Waiting times at clinics	Under 1.5 hours
2.	Reported notifiable medical conditions	100% investigated and reported within 3 days
3.	Request for services attended to by environmental health services	100% of requests attended to within 48 hours
4.	Response to complaints and requests for personal health services	100% response to complaints and request within 48 hours

Public Safety

No.	Core Services	Service Level Standard
1.	Vehicle registration.	100% Process complete in under 1 hour from point of service
2.	Driver License renewal	100% Process complete in under 50 min from point of service
3.	Bulk Vehicle registration	100% Process complete in under 24 hour from point of service
4.	Fire and rescue calls response time: Fire and rescue calls dispatched in 3 minutes	60% Fire and rescue calls dispatched in 3 minutes

No.	Core Services	Service Level Standard
5.	Fire and rescue calls response time	55% Fire and rescue calls responded to in 15 minutes (be at the scene within this time)
6.	By-law enforcement	100% Fire and rescue calls responded to in 15 minutes (be at the scene within this time)
7.	Accident reports	100% Available within 48 hours of accident log
8.	Traffic control	60% response to all logged calls for traffic control within 30 minutes

Community Development

No.	Core Services	Service Level Standard
1.	Implementation of programmes (sport and recreation).	95% implementation of programmes at facilities.
2.	Implementation of programmes (arts and culture).	95% implementation of programmes at facilities.
3.	Public pool with lifeguard.	Ratio of 1:120 for peak period; ratio of 1:70 for off-peak and ratio of 1:50 for off-season (heated pools).
4.	Cleanliness and hygiene standards.	90% of operational facilities will be inspected weekly to assess cleanliness and hygiene standards.
5.	Access to library information services.	85% of libraries open according to individual operating hours (excluding planned closures with a two-week notice period and emergency closures on an as and when basis).

Group Forensic and Investigation Services

No.	Core Services	Service Level Standard	
1.	Pre-employment screening completed within 7- 21 working days (except for international qualifications/criminal verification)	Timeline	%
		7 days	15%
		14 days	55%
		21 days	85%
2.	New complaints received, registered and feedback to client within 5 working days	95%	
3.	% Investigation of cases completed within 100 working days (except for complex cases)	75%	

Group Finance

No.	Core Services	Service Level Standard
1.	Percentage of clearance figures processed within 30 days of application being received	98% of clearance Figures processed within 30 days of the application being received.
2.	Percentage of clearance Certificates issued within 24 hours of payment being received.	98% of clearance Certificates issued within 24 hours of payment being
3.	Billing queries logged.	90% of billing queries resolved within 30 days. 95% percent of billing queries resolved within 60 days. 100% of billing queries resolved within 90 days.
4.	Percentage valid invoices paid within 30 days of receiving the relevant invoice.	100% of valid invoices paid within 30 days of receiving the relevant invoice.
5.	Turnaround time for issuing refunds.	98% of refunds issued within 30 days.
6.	Call Centre Average Waiting Time per minute.	90% within 60 seconds.

Johannesburg property Company

No.	Core Services	Service Level Standard
1.	Response in acknowledgement of requests, enquiries, and complaints	Within 1 day of logged call
2.	Provision of answers and/or results related to the receipt of the requests and enquiries regarding properties	Within 3 days of logged call

No.	Core Services	Service Level Standard
3.	The performance of emergency work for JPC managed facilities	Within 1 day of logged call
4.	Performance of minor works on facilities managed by JPC	Within 2 days of logged call
5.	Performance of major works on facilities managed by JPC	Within 5 days of logged call
6.	Complete the sale or lease and registration of servitudes of Council owned land	Within 12 months after Council approval in terms of Section 14(2) of the Municipal Finance Management Act.
7.	Complete the sale or lease of Council owned land	Within 9 months of Council approval (to sign off property agreement with 3rd party)
8.	Internal allocation of land and buildings to City Departments and Entities (PTOB: permission to occupy and build and lease office space from third parties)	Within 9 months of application and budget confirmation
9.	Performance of surveys on the condition of all plant and equipment to allow the assessment of the required repairs and maintenance of facilities managed by JPC.	Quarterly
10.	Response to applicants/interest to lease or acquire (formal applications) land and/or buildings	Within 15 days of application

Metro Trading Company

No.	Core Services	Service Level Standard
1.	Response in acknowledgement of requests, enquiries and complaints on network and ICT related services	Within 24 hours of logged call
2.	Provision of answers and/or results related to the receipt of the requests and enquiries regarding network services.	Within 72 hours of logged call.
3.	Response to acknowledgement incidents, requests, enquiries and complaints on network and ICT services	100% Acknowledgement Within 1 hour of receiving the request
4.	Resolution of P1 request and enquiries regarding network services	> 95% Resolution/Response rate within 4 hours of logging a call
5.	Resolution of P2 request and enquiries regarding network services	> 90% Resolution/Response rate within 8 hours of logging a call
6.	Resolution of P3 request and enquiries regarding network services	> 85% Resolution/Response

No.	Core Services	Service Level Standard
		rate within 24 hours of logging a call
7.	Resolution of P4 request and enquiries regarding network services	100% Resolution/Response rate within 7 days of logging a call

Group Corporate and Shared Services

No.	Core Services	Service Level Standard
1.	Respond to requests for LR advice	2 days turnaround time from date received.
2.	General Correspondence responses	2 days turnaround time from date received.
3.	Consultation with clients prior to the sitting of the dispute.	7 days prior to the sitting.
4.	Provide in house Labour Relations training in response to the requests by departments.	10 Workdays for approved requests (two weeks) from date received.
5.	Prosecution of disciplinary cases. Timelines for steps charge sheets, hearing etc. Grievances Step 3	5 days to serve charge sheet. 15 days to convene disciplinary hearing. • Disciplinary outcome/sanction 10 days after the last day of the disciplinary hearing. The grievance hearing to be convened in 10 days
6.	General Correspondence responses (All Sections i.e., Performance Management, EE & Transformation, Remuneration, Job Evaluation, Benefits & Allowances and Talent Acquisition).	2 days turnaround time from date received
7.	Advertisement of positions (internal & External).	Advertise 7 days after receipt Request to Advertise
8.	Recruitment Process.	100 days
9.	Employee benefits services advice/response time i.e., Pension funds, Medical Aid, Allowances etc.)	4 days turnaround time
10.	Locomotion Allowance Committee approvals.	7 days from receipt of request.
11.	Remuneration advice.	2 days turnaround time (unless it involves research).
12.	Job Evaluation (Grading)	4-day turnaround time from date received.

COJ: DEPARTMENTS AND ENTITIES

2025-26

COJ: GROUP STRATEGY, POLICY COORDINATION AND RELATIONS

2025-26

COJ: GROUP GOVERNANCE

2025-26

No.	Core Services	Service Level Standard
13.	Employment Equity Advice on Targets to Field Services	1 day turnaround time from date received.
14.	Sign off on recruitment documentation	1 day turnaround time from date received
15.	Performance Management QA processes	14 days from date received.
16.	Capture and implement all input received from line departments within City Core.	30 days from date received.
17.	Salary payment.	27th of each month (January to November) 15 December (Councillors) 20 December (Employees)

Group Legal Contracts

No.	Core Services	Service Level Standard
1.	% Achievement with turn-around times in providing Legal Support.	100% resolution based on the following: Complex matters 15 days Less complex cases 8 days Comments 4 days General advice 3days Minute taking 5 days

Johannesburg City Theatres

No.	Core Services	Service Level Standard
1.	Theatres accessible to people with disabilities	100% accessibility.
2.	Production start times	100% of in-house productions commence within 15 minutes as per schedule
3.	Safety of patrons	100% compliance to health and safety legislation.

Johannesburg Social Housing Company

No.	Core Services	Service Level Standard
1.	% Accelerate Bills of all active customers	98%
2.	% of maintenance requests attended within 14 working days	96%
3.	% implementation of planned routine building maintenance	100%
4.	Days taken to send the outcome of application enquiry	5
5.	Days taken to communicate the outcome of the housing unit application	7
6.	Period taken to acknowledge receipt complaints lodged	24hours
7.	Days taken to resolve lodged complaints/queries.	5

Transport

No.	Core Services	Service Level Standard
2.	Rea Vaya Station waiting time peak (trunk route) on a working day	10 minutes maximum
3.	Rea Vaya Station waiting time off peak (trunk route) on a working day	30 minutes maximum

No.	Core Services	Service Level Standard
4.	Rea Vaya Feeder bus peak waiting time on a working day	15 minutes maximum
5.	Rea Vaya Feeder bus off peak waiting time on a working day	30 minutes maximum
6.	Safety of commuters	100% compliance to safety and security of commuters
7.	Bus seating-standing	Enforcing of bus seating standing in line with applicable regulations
8.	Comments on permit applications / concurrencies	30 days turnaround time
9.	Access Restriction Applications (SAR)	90 days turnaround time from receipt of application

Johannesburg City Parks and Zoo

No.	Core Services	Service Level Standard
1.	Maintenance of Flagship Parks	12 maintenance cycles per quarter
2.	Maintenance of Developed Parks	3 maintenance cycles per quarter
3.	Maintenance of Undeveloped Parks	3 maintenance cycle per quarter
4.	Maintenance of Main Arterials	3 maintenance cycles per quarter
5.	Maintenance of Landscaped Islands and Town Entrances	6 maintenance cycles per quarter
6.	Maintenance of Flagship/Active cemeteries	6 maintenance cycles per quarter
7.	Maintenance of passive cemeteries	1 maintenance cycle per quarter
8.	Response to calls logged for removal of emergency fallen trees	80% of emergency calls attended to
9.	Response to calls logged for emergency damaged infrastructure	80% of emergency calls attended to
10.	Compliance to the PAAZA (Pan-African Association of Zoos and Aquaria) standards	100% compliance

Development Planning


	Core Services	Service Level Standard
1.	Statutory Building Inspections	85% within 48 hours of request
2.	Issuance of the Certificate of Occupancy	95% within 14 days of written request by the property owner
3.	e - Property Information Service	95% of the requests are attended to within two working days (16 working hours).
4.	Online mapping website	95% available (Dependency: Hosting infrastructure availability).
5.	% of Weekly Deeds transfers validated, successfully captured, and updated in GIS & LIS and processed to Valuations & Billing within 12 days from Deeds Office file date to ensure accurate billing	100% within 12 days.
6.	Planning Law Enforcement Inspections	Ensure that 90% of new complaints are inspected within 7 working days
7.	Processing of Rezoning and Township applications	95% within 3 months for the evaluation phase (excluding post-decision legal administration)
8.	Processing of Consent use (land use applications)	95% within 2 months (excluding post-decision legal administration)
9.	Early Childhood Development Centre's (ECD's) applications	95% within 2 months
10.	Consent use applications for Spaza Shops	95% within 1.5 months
11.	Site Development Plan (SDP) applications	95% within 28 days
12.	Commercial Site Development Plan (SDP) applications	95% within 6 days
13.	Post-decision legal Admin: Rezoning1	95% within 4.0 months

14.	Post-decision legal Admin: Consent2	95% within 3.0 months
15.	Post-decision legal admin: Subdivisions/Division of land	95% within 3 months
16.	Post-decision legal Admin: Township (Excludes processes out of the City's hands e.g., lodging documents with SG, opening a township register etc.)	95% Section 82 Application - 1 month

Prepared by:

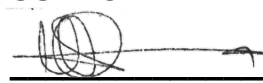
Mr. Bheki Nkuta
Service Level Standards.
Group Governance Department

Compliance:


Mr. Siphon Mhlambi
Unit Head:
Good Governance and Reporting

Date: 22/05/2025

SUPPORTED / NOT SUPPORTED


Adv Mlandu Kona
Group Head:
Group Governance Department

Date: 22/05/2025

APPROVED / NOT APPROVED
