

# Councils Standards

## Health Services

No.	Process	Definition	Unit	Std
1	Client Waiting	Time between the client enters facility and getting serviced	Hrs	2
2	Specimen Turn-around	Time between the specimen collection and results availability at facility at any given time	Days	7
3	Essential Drugs availability	Level of essential drugs available at facility at any given time	Percent	80
4	Client Satisfaction rating	Level customers satisfied with service personnel	Percent	80

## Social Services

No.	Process	Definition	Unit	Std
5	Beneficiaries registration	Time between assessment request, registration and written notification	Weeks	4
6	Beneficiaries de-registration	Time between written notification and actual cessation of service	Months	3
7	Beneficiary support	Time between receipts of social benefits and other dues from the stipulated due date	Days	5

### Beneficiaries-(Destitutes, HBC, Needy Students)

**N.B.** For Orphans the service can be delivered on the same day of contact. Orphan registration needs confirmation **Only** and Not detailed assessment like other clients.

### Condition of Food Stuffs

Councils should ensure that food stuffs are delivered to the beneficiaries at least one month before their expiry date. This excludes perishables which should be delivered a day before consumption.

## Payments & Procurement

No.	Process	Definition	Unit	Std
8	The payment of invoices or claims	Time a customer hands in a complete invoice/claim and the time the cheque is ready for collection	Days	10
9	The payment of casual labourers	Time a casual labourer completes task and time payment is ready for collection	Days	2
10	Tendering for development projects	Time it takes from tender documentation to award	Weeks	13
11	Terminal benefits processing on retirement	Time notice of retirement or employment termination is submitted and the time the payment is ready for collection	Months	3

## Response to Emergencies

No.	Process	Definition	Unit	Std
12	Buildings maintenance	Time between request is received and that the repair work is completed	Day	1
13	Water supply restoration	The time between water supply interruption and water restoration	Hrs	5
14	Street and traffic lights maintenance	Time between report of malfunctioning lights and time attended	Days	1
15	Roads maintenance	The time taken between receipt of report or identification of defects on roads and time attended	Hour (Urban) Days (District)	24 5
16	Blockage removal	The time between reporting and service provided	Hrs	7

## Permits & Licenses

No.	Process	Definition	Unit	Std
17	Issuance of building permits (TCBP)	Time between an application lodging and issuance	Weeks	6
18	Residential Permits (Delegated Powers)	Time between an application lodging and issuance	Days	7
19	Inspections	Time between inspection request and actual inspection	Days	1
20	Occupation Permits Issuance	The time between final inspection request and issuance	Days	1
21	Trade License Application	Time between application and issuance	Days	30

22	Trade license renewal	Time between submission of application for renewal	Days	5
23	Vendor's License application	Time between application of a new license and time of issuance	Days	5
24	Hawker's License application	Time between application of a new license and time of issuance	Days	1
25	Renewal of Vendors & Hawkers licenses	Time between submission of application for renewal and time of issuance	Days	1
26	Health inspection for trading licenses	Time between request and issue of health report	Days (Urban) Days (District)	2 5

## Waste Management

No	Process	Definition	Unit	Std
27	Residential waste	Time between collections	Days (Urban) Days (District)	3.5 7
28	Institutional waste	Time between collections	Days (Urban) Days (District)	1 7
29	Industrial waste	Frequency of waste collection	Days (Urban) Days (District)	3.5 7
30	Special waste (rubble, garden, scrap etc)	Time between request for service and actual service	Days	7
31	Commercial waste	Time between collections	Days (Urban)	1

			Days (District)	5
32	Clinical waste	Time between collections	Days (Urban) Days (District)	1 7
33	Emptying (septic tank, pit latrine, conservancy tank)	Time between reporting and service is provided	Days (Urban) Days (District)	1 7

## General Services

No.	Process	Definition	Unit	Std
34	Litter picking	Frequency of litter picking	Hours (Urban) Days (District)	24 4
35	Pest control	Time between payment and rendering of services	Hours (Urban) Days (District)	2 7
36	Abattoir processing	Time between receiving beast and when carcass is ready	Days	1
37	New water connection	Time between submission of application and connection	Weeks	4

38	Water supply restoration	Time between water supply interruption and water	Hrs	5
39	Water billing	Frequency of issuance of water bills	Month	1
40	Disconnection of outstanding bills	Disconnections for more than 30 days bills	Percent	100
41	Nuisance response time	Time taken between receiving a complaint and time action is taken	Hours (Urban) Hours (District)	2 24
42	Loan statements	Frequency of issuance of statements to each individual	Month	1

43	SHHA Loan Processing	Time between application receivable and response receivable	Months	1
44	Plot Conversion		Days	5
45	Plot Transfers		Weeks	4
46	Sewage Connection	Time taken between payment and actual connection	Days	2
47	Sewage Re-Connection	Time between payment for and connection to the sewage line	Days	2

48	Issuance of Planning Permits	Time between when an application lodging and when planning permission is granted	Weeks	6
49	Preparation of layout plans	Time between when a base map is availed and the layout is approved	Month	3
50	Land acquisitions for developments	Time between when a project is approved and when allocation has been made	Month	2
51	Minor Service	Time between a minor service to receiving a job card when the vehicle is ready	Hours	4 for LDV 6 for HDV
52	Major Service	Time between a minor service to receiving a job card when the vehicle is ready	Days	1 for LDV 2 for HDV
53	Minor Repairs	Time taken from submission of a repair report till the vehicle is	Days	2 for LDV 3 for HDV

		released to user department		
54	Major Repairs	Time taken from submission of a repair report till the vehicle is released to user department	Days	Determined by each LA after an assessment of extent of repair

## General Maintenance

No	Process	Definition	Unit	Std
55	Routine maintenance	Periodic maintenance of facilities according to schedule	Schedule Adherence	100%
56	De-bushing (open spaces and pedestrian walk-aways)	Frequency of de-bushing open spaces and pedestrian walk-aways once annual schedule of works is approved	Months	6
57	De-bushing (recreational parks)	Maximum allowable height of grass recreational parks	Cm	15
58	De-bushing (road reserves and non designated open spaces)	Maximum allowable height of grass road reserves and non designated open spaces.	Cm	30
59	Maintenance of recreational facilities	Frequency of maintaining a facility since the last maintenance	Days	5

## Human Resources

No	Process	Definition	Unit	Std
60	Declaration of vacant post	Time between post becomes vacant and declaration vacancy	Days	7
61	Filling of vacant post	Time between advertising to appointment	Months	2
62	Terminal Benefits Processing (Industrial Staff)	Time an employee submits notice of retirement or termination and payment is ready for collection	weeks	2
63	Terminal Benefits Processing upon death	Time beneficiary submits death certificate and payment is ready for collection	days	5