

Minimum Service Delivery Standards Indicators for Local  
Authorities, Regulations, 2025

---

ARRANGEMENT OF SECTIONS

*Section*

1. Title.
2. Application.
3. Interpretation.
4. Minimum Standards for Water Supply Indicators.
5. Minimum Standards for Sanitation Management Indicators.
6. Minimum Standards for Solid Waste Management Indicators.
7. Minimum Standards for Roads, Drainage and Public Lighting Indicators.
8. Minimum Standards for Corporate Governance Indicators.
9. Minimum Standards for Environmental Stewardship and Beautification Indicators.
10. Minimum Standards for Public Health Indicators.
11. Minimum Standards for Housing and Social Amenities Indicators.

IT is hereby notified that the Minister responsible for Local Government has, in terms section 234(1)(h) of the Urban Councils Act [*Chapter 29:15*] and section 159(1) of the Rural District Councils Act [*Chapter 29:13*] made the following regulations:—

*Title*

1. These regulations may be cited as the Minimum Service Delivery Standards Indicators for Local Authorities, Regulations, 2025.

*Application*

2. These regulations shall apply to all urban local authorities and rural local authorities.

*Interpretation*

3. In these regulations—

Minimum Service Delivery Standards Indicators for Local  
Authorities, Regulations, 2025

---

“authorised person” means Council employees and or agents to enforce these regulations;

“Council” means an urban local authority or rural local authority with such designation;

“designated area” means all areas under the jurisdiction a local authority.

*Minimum Standards for Water Supply Indicators*

4. The minimum standards for water supply indicators shall be as follows —

Performance Indicator	2030 Benchmark	2026 Target Indicator	Minimum Performance Standard
<b>1.1 Coverage of Basic Water Supply (%)</b>	100	90 (urban)  75 (rural)	Every property must have direct water connection or water should be accessible within reasonable walking distance – within 100m walking distance in town and 500m or 30min roundtrip walking distance in rural areas. Examples of improved drinking water sources are piped water systems, boreholes, protected deep wells, protected shallow wells, protected dug wells, protected springs, rainwater harvesting, sand abstraction, artesian well, and packaged or delivered water. In urbanised areas, Local Authorities should ensure piped water schemes or treated borehole/spring water. All urban water users should enjoy adequate, continuous, readily accessible, safe, hygienic, sustainable and affordable domestic water and sanitation services provided by accountable, efficient, coordinated, funded and capacitated institutions. The local authority must ensure budgetary provisions for periodic property surveys in order to keep an updated record of all properties.

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>1.2 Average Per Capita Water Supply (litres/ per capita/day)</b>	150 (urban)	100	Minimum volume of water supplied per person to live a health life should be available without compromise. Between 50 and 100 litres of water per person per day are needed to ensure that most basic needs are met, while keeping public health risks at a low level, excluding treatment and transmission losses. This can be lowered to 20 litres in case of emergency. Local authorities and ZINWA should progressively increase water treatment and storage capacity in order to meet this standard.
	80 (rural)	60	
<b>1.3 Extent of Metering of Water Connections (%)</b>	100	100	All customer connections should be metered in order to enable regular billing, and updated on GIS/ Billing system. Local Authorities should have clear policies and protocols regarding metering and their replacement and management.
<b>1.4 Efficiency in Meeting Water Demand (%)</b>	100	80	All Local Authorities should have a WASH master plan or strategic plan which ensures sustainable supplies to meet current and future demand.
<b>1.5 Extent of Non-Revenue Water (NRW) (%)</b>	25	30	All Local authorities with high NRW should carry out periodic (every five years) Water Audits and develop and implement a NRW Reduction Strategy. NRW should be managed to economic levels. Water supply authorities should maintain and periodically report on accurate Water Balances. The computation of NRW should be based on actual measurements on key metered points and an updated billing database is necessary.

Minimum Service Delivery Standards Indicators for Local  
Authorities, Regulations, 2025

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>1.6 Average Hours of Continuous Access to Water per Day (hours/day)</b>	24	20	Water should be available continuously and in a sufficient quality and quantity to meet the requirements of drinking and personal hygiene, as well as of further personal and domestic uses. Water supply needs to be continuous enough to allow for the collection of sufficient amounts to satisfy all needs, without compromising the quality of water. Detailed operational records in district metered areas (DMAs) or wards should be readily available. Periodic surveys should be carried out to check if all areas are receiving water as expected. Regular maintenance of water points and reticulation system is necessary.
<b>1.7 Quality of Water Supplied (%)</b>	100	100	Local Authorities should monitor the quality of their treated water after production, at intermediary points, and at the consumer end. The water service provider shall continuously provide water free from substances hazardous to human health and meeting the minimum Public Health Act [ <i>Chapter 15:17</i> ] requirements and the WHO water quality standards and technical guidelines. Regular laboratory testing as well as independent checks from external laboratories are required.
<b>1.8 Efficiency in Satisfactory Response/ Reaction to Customer Complaints (%)</b>	100	95	Respond, record, and rectify every complaint raised within 48 hours. LAs should keep reasonable stock of spares required to fix routine network breakdowns. LAs should develop Client Service Charters and establish robust complaints management systems that include segregation of complaints and their daily tracking and status reporting. Waiting time to pay bill and file complaint: not more than 30 minutes. Telephone contacts to requested department/contact person: not more than 10 minutes.

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>1.9 Operating Cost Recovery in Water Supply Services (%)</b>	120	100	LAs should set their tariffs such that they are able to cover all their operating costs, creating a reserve for recapitalization.
<b>1.10 Efficiency in Collection of Water Supply-Related Charges (%)</b>	100	80	LAs should put in place measures to ensure that they collect all billed revenues. These may include smart meters, instant billing, payment platforms, and effective debt collection policies. An accrual accounting system should be in place, capable of separating arrears. All LAs should have an efficient Enterprise Resource Planning (ERP) system suitable for their size and functions. Service providers are mandated to distribute a minimum of one bill per month to all customers, with a minimum of one meter reading in a month. A minimum period for payment of 2 weeks after bill delivery is encouraged.
<b>1.11 Maintenance Coverage Ratio (%)</b>	20	20	Budget provisions should be in place for spontaneous or planned maintenance to achieve economic lifespan of machinery/equipment. A standard maintenance management system to be in place.

*Minimum Standards for Sanitation Management Indicators*

5. The minimum standards for sanitation management indicators shall be as follows—

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>2.1 Coverage of Toilets (%)</b>	100	100	Universal access to basic toilet facilities within 20m walking distance for rural and within the property for urban. Communal toilets to be within 50m walking distance, but should be phased out. LAs should have current WASH by-laws. For prevention of communicable diseases, all toilets should have handwashing facilities.

Minimum Service Delivery Standards Indicators for Local  
Authorities, Regulations, 2025

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>2.2 Coverage of Properties with Adequate Sanitation Services (%)</b>	100	100	Improved sanitation facilities are those designed to hygienically separate excreta from human contact and include: pour flush, flush toilets connected to piped sewer systems, septic tanks; pit latrines with slabs (including improved ventilated pit latrines), and composting toilets. Individual or group toilet connected with adequate sanitation systems (flush or pour-flush toilets to sewer systems, septic tanks, ventilated improved pit latrines, pit latrines with a slab, or composting toilets). The preferred systems in urban areas are wet sanitation systems and in rural areas it is the Blair ventilated improved pit latrine as promoted by the Ministry of Health and Child Care. The minimum size for onsite systems in urban areas is 1,500 m <sup>2</sup> plot supported by appropriate soil tests. LAs with onsite sanitation systems should ensure availability of pit emptying services.
<b>2.3 Collection Efficiency of Sanitation System (%)</b>	100	100	Sewage is collected by underground sewer network, effluent from septic tank flowing through settled sewer network or drains, septage collected through vacuum tank emptying vehicles and wastewater collected and treated through pit systems. LAs should ensure safe handling of sewage up to its disposal.
<b>2.4 Adequacy of Treatment Capacity of Sanitation System (%)</b>	100	100	Adequate treatment capacity should be ensured in all cases for sewage treatment; faecal sludge treatment, effluent treatment and safe disposal.

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>2.5 Quality of Treatment of Sanitation System (%)</b>	100	100	<p>Sewage effluent discharges into water courses should comply with Statutory Instrument 6 of 2007 Environmental Management (Effluent and Solid Waste Disposal) Regulations or its updates.</p> <p>Effluent disposal in irrigation should comply with Statutory Instrument 638 of 1972 Public Health (Effluent) Regulations. LAs should ensure regular monitoring and reporting of sewage quality.</p>
<b>2.6 Extent of Reuse and Recycling in Sanitation System (%)</b>	30	20	LAs are encouraged to promote reuse and recycling of effluent as a climate change mitigation strategy. Options available include managed aquifer recharge, direct potable reuse, effluent irrigation, etc.
<b>2.7 Efficiency in Satisfactory Response/ Reaction to Customer Complaints (%)</b>	100	95	Respond, record, and rectify every complaint raised within 48 hours. LAs should keep reasonable stock of spares required to fix routine network breakdowns. Complaints segregation and daily tracking is important.
<b>2.8 Operating Cost Recovery in Sanitation Management (%)</b>	115	100	LAs should set their tariffs such that they are able to cover all their operating costs, creating a reserve for recapitalisation.
<b>2.9 Efficiency in Collection of Sanitation Charges (%)</b>	100	80	LAs should put in measures to ensure that they collect all billed revenues. These may include smart meters, instant billing, payment platforms and robust debt collection policies. An accrual accounting system should be in place, capable of identifying and separating arrears. All LAs should have an efficient Enterprise Resource Planning (ERP) system suitable for their size and functions.

Minimum Service Delivery Standards Indicators for Local  
Authorities, Regulations, 2025

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>2.10 Maintenance Coverage Ratio (%)</b>	20	20	Budgetary provisions should be in place for spontaneous or planned maintenance to achieve economic lifespan of machinery/equipment. A standard maintenance management system to be in place.

*Minimum Standards for Solid Waste Management Indicators*

6. The minimum standards for solid waste management indicators shall be as follows —

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>3.1 Coverage of Door-to-Door Solid Waste Collection Services (%)</b>	100	100	Any urban property (including settlements at growth points) should have a solid waste containment facility. In order to reduce and prevent communicable diseases, LAs should ensure that all solid waste that is not reused/recycled at the point of generation is being collected at least once per week by appropriate refuse trucks or via skip bins conveniently located in the vicinity. LAs should maintain records of solid waste collection and endeavour to stick to published refuse collection timetables. LAs should have up-to-date solid waste management by-laws.
<b>3.2 Proportion of Rural Homesteads with Adequate Solid Waste Disposal Facilities (%)</b>	100	100	All homesteads in rural areas should have proper and functional solid waste disposal facilities such as garbage bins, refuse pits, composting systems, and waste collection systems.



<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>3.3 Efficiency of Collection of Solid Waste (%)</b>	100	100	LAs should ensure that all solid waste that is not recycled onsite has been collected at least once per week for residential areas and more frequently for business areas. They should have a sizeable fleet of functional refuse collection trucks appropriate for the size of the Local Authority. They should also ensure that they have appropriate personnel in solid waste management. Refuse dumping should be eliminated.
<b>3.4 Extent of Segregation of Solid Waste (%)</b>	10	3	LAs should actively enhance waste segregation by promoting the involvement of the private sector, NGOs, youths, women and other community groups.
<b>3.5 Extent of Recovery of Solid Waste Collected (%)</b>	20	20	The goal is to have zero waste discharge and protect the environment. LAs to engage and empower local communities on waste recycling at their dumpsites or landfills.
<b>3.6 Extent of Scientific Disposal of Waste at Landfill/Alternative Sites (%)</b>	100	100	LAs should develop Integrated Solid Waste Management Plans in line with the national one developed in 2014 by EMA. The plan should identify how best to deal with local waste. At a minimum, LAs should carry out waste characterisation studies every five years to better inform them on how best to deal with their waste. Waste management sites should be fenced off and records of daily loads and any leachate tests properly kept for inspection.
<b>3.7 Efficiency in Satisfactory Response/Reaction to Customer Complaints (%)</b>	100	95	Respond, record, or rectify every complaint raised within 48 hours. LAs should keep reasonable stock of spares required to fix routine breakdowns. Complaints segregation and tracking is important daily.

Minimum Service Delivery Standards Indicators for Local  
Authorities, Regulations, 2025

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>3.8 Operating Cost Recovery in SWM Services (%)</b>	115	100	LAs should set their tariffs such that they are able to cover all their operating costs, creating a reserve for recapitalisation.
<b>3.9 Efficiency in Collection of SWM Charges (%)</b>	100	80	LAs should put in place measures to ensure that they collect all billed revenues. These may include instant billing, friendly payment platforms and debt collection policies. An accrual accounting system should be in place, capable of separating arrears from current revenues. All LAs should have an efficient Enterprise Resource Planning (ERP) system suitable for their size and functions.
<b>3.10 Maintenance Coverage Ratio (%)</b>	20	20	Budget provisions should be in place for spontaneous or planned maintenance to achieve economic lifespan of machinery/equipment. A standard maintenance management system to be in place.
<b>3.11 Coverage of Receptacles (%)</b>	100	100	Approved receptacles are 150-micron size plastic bag; 85 litres plastic or metal bins with a lid and skip bins. All LAs should ensure availability of bins in commercial areas and public places.

*Minimum Standards for Roads, Drainage and Public Lighting  
Indicators*

7. The minimum standards for roads, drainage and public lighting indicators shall be as follows—

<b>Performance indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>4.1 Coverage of Road Network (%)</b>	100	80	All properties should have access to approved or gazetted roads. In rural areas the minimum distance to an approved road should be 5 km radius. Key roads in a service area should be on approved layout plans or gazetted in terms of the Roads Act [Chapter 13:18].
<b>4.2 Condition of Roads (%)</b>	100	60	All types of roads should be in good condition, trafficable with no potholes or other deformities to allow smooth rides for drivers and passengers. The Visual Condition Index (VCI) should be minimum 55%, the gravel wearing course is not less than 50 mm and protects the public from excessive dust. The desirable state of road should meet Southern Africa Transport and Communications Commission (SATCC) standards.
<b>4.3 Adequacy of Carriageway Markings (%)</b>	100	40	All sealed roads should be marked to SATCC standards.
<b>4.4 Coverage of Controlled Intersections (%)</b>	100	80	All controlled intersections should have proper signage and functional traffic lights as per SATCC standards.
<b>4.5 Functionality of Stormwater Drainage System (%)</b>	100	70	Stormwater drains should not be blocked or defective, resulting in incidences of water logging. No cultivation should be allowed in road servitudes as this affects drainage ways. LAs should keep up to date drainage masterplans.
<b>4.6 Coverage of Public Lighting (%)</b>	100	75	Public lighting should be equivalent to South African National Standards SANS 10098-1&2 Public Lighting standards, making sure that all roads and public spaces requiring lights are covered.
<b>4.7 Efficiency in Satisfactory Response/Reaction to Customer Complaints (%)</b>	100	95	Respond, record, and rectify every complaint raised within 48 hours. LAs should keep reasonable stock of spares/materials required to fix routine breakdowns. Complaints segregation and daily tracking is important.

Minimum Service Delivery Standards Indicators for Local  
Authorities, Regulations, 2025

<b>Performance indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>4.8 Roads Maintenance Coverage Ratio (%)</b>	100	80	The local authority should allow for periodic and preventive maintenance of roads and public safety infrastructure. All Local Authorities should have an annual maintenance plan and budget for roads and public safety

*Minimum Standards for Corporate Governance Indicators*

8. The minimum standards for Corporate Governance indicators shall be as follows—

<b>Performance indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>4.1 Coverage of Road Network (%)</b>	100	80	All properties should have access to approved or gazetted roads. In rural areas the minimum distance to an approved road should be 5 km radius. Key roads in a service area should be on approved layout plans or gazetted in terms of the Roads Act [Chapter 13:18].
<b>4.2 Condition of Roads (%)</b>	100	60	All types of roads should be in good condition, trafficable with no potholes or other deformities to allow smooth rides for drivers and passengers. The Visual Condition Index (VCI) should be minimum 55%, the gravel wearing course is not less than 50 mm and protects the public from excessive dust. The desirable state of road should meet Southern Africa Transport and Communications Commission (SATCC) standards.
<b>4.3 Adequacy of Carriageway Markings (%)</b>	100	40	All sealed roads should be marked to SATCC standards.
<b>4.4 Coverage of Controlled Intersections (%)</b>	100	80	All controlled intersections should have proper signage and functional traffic lights as per SATCC standards.

<b>4.5 Functionality of Stormwater Drainage System (%)</b>	100	70	Stormwater drains should not be blocked or defective, resulting in incidences of water logging. No cultivation should be allowed in road servitudes as this affects drainage ways. LAs should keep up to date drainage masterplans.
<b>4.6 Coverage of Public Lighting (%)</b>	100	75	Public lighting should be equivalent to South African National Standards SANS 10098-1&2 Public Lighting standards, making sure that all roads and public spaces requiring lights are covered.
<b>4.7 Efficiency in Satisfactory Response/Reaction to Customer Complaints (%)</b>	100	95	Respond, record, and rectify every complaint raised within 48 hours. LAs should keep reasonable stock of spares/ materials required to fix routine breakdowns. Complaints segregation and daily tracking is important.
<b>4.8 Roads Maintenance Coverage Ratio (%)</b>	100	80	The local authority should allow for periodic and preventive maintenance of roads and public safety infrastructure. All Local Authorities should have an annual maintenance plan and budget for roads and public safety

*Minimum Standards for Environmental Stewardship and Beautification Indicators*

9. The minimum standards for environmental stewardship and beautification indicators shall be as follows—

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>6.1 Extent of Veld Fires (%)</b>	0	1	Pre-suppression and suppression methods should follow the Forest Act [Chapter 19:05] whilst reporting should align with EMA guidelines. Fire protection by-laws should be in place. A fire management and response plan should be in place and veld fire reports compiled and actioned. A Local Environmental Action Plan (LEAP) should be available and updated every 5 years.

Minimum Service Delivery Standards Indicators for Local  
Authorities, Regulations, 2025

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>6.2 Wetlands Sustainably Managed (%)</b>	100	80	LAs should ensure all designated and gazetted wetlands are protected and managed in accordance with RAMSAR standards and EMA regulations. They should have current wetland management and rehabilitation plans.
<b>6.3 Extent of Land Reclaimed (%)</b>	100	60	LAs should use proper reclamation materials that are environmentally acceptable and in line with EMA Standards. They should have current Land Reclamation plans and related by-laws on land degradation.
<b>6.4 Extent of Forestation (%)</b>	100	80	Forestation should be in line with the Forest Act [ <i>Chapter 19:05</i> ] and proper cultural practices. LAs should institute Land Forestation plans and enact by-laws to actively promote the continuous planting of suitable trees and combat deforestation in their areas.
<b>6.5 Adherence to Environmental Campaigns (%)</b>	100	100	Environmental Campaigns aim at removing waste, raising environmental protection awareness, and potential fundraising. The Environmental Campaigns should address challenges such as low waste collection coverage, irregular collection services, open dumping, and burning. Success indicators may include the number and types of participants, amount of refuse collected, area cleaned, time spent, and the impact on the targeted area.
<b>6.6 Compliance to EIA Requirements (%)</b>	100	100	Development should not take place at the expense of the environment. All developments should comply with the Environmental Management Act [ <i>Chapter 20:27</i> ], Sections 97 and 100. LAs should keep an up-to-date database of all developments prescribed for EIA in their areas.

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>6.7 Efficiency in Satisfactory Response/ Reaction to Customer Complaints (%)</b>	100	95	Respond, record, and rectify every complaint raised within 48 hours. LAs should keep reasonable stock of spares/materials required to fix routine breakdowns. Complaints segregation and tracking is important daily.
<b>6.8 Extent of Beautification of Local Authority Areas (%)</b>	90	60	Public spaces must be free from litter, graffiti, and debris at all times. Regular waste collection schedules should be adhered to, with a minimum of 90% compliance. LAs should ensure a minimum of 20% of urban land is allocated to parks, gardens, or other green spaces. Conduct quarterly assessments of greenery health and maintenance. Local authorities must hold at least two community consultations annually to gather feedback on beautification projects. They should encourage active participation in initiatives like tree planting and clean-up campaigns. Roads, sidewalks, and public facilities must meet minimum service delivery standards outlined in the Urban Councils Act and Rural District Councils Act. Urban renewal projects should prioritize modernised infrastructure that enhances aesthetic appeal. LAs should implement a digital system for tracking beautification progress, including photographic evidence and citizen reports. They should submit quarterly reports to the Ministry of Local Government and Public Works detailing achievements and challenges. LAs should ensure beautification efforts involve women, youth, and marginalized groups through targeted programs. They should design safe and accessible public spaces for all demographics.

Minimum Service Delivery Standards Indicators for Local  
Authorities, Regulations, 2025

*Minimum Standards for Public Health Indicators*

10. The minimum standards for public health indicators shall be as follows—

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
7.1 General Health Facilities Availability (#/10,000 people)	2	1.8	General health facilities availability refers to the physical presence of delivery of services that meet a minimum standard. Availability comprises health infrastructure (facilities). It does not include mobile service delivery points and non-formal services, such as traditional healers. Comprehensiveness, accessibility, coverage, continuity and quality of primary health care services as stipulated by Ministry of Health and Child Care standards. One health facility should be provided per 10,000 people. Maximum distance travelled to nearest health centre: 10 km radius (rural), and 5 km radius (urban).
7.2 Service-specific Availability (%)	100	80	Service-specific availability refers to whether or not a specific service is offered. Availability is captured by the proportion of services offering a specific service and the density of the facilities offering the service per 10,000 people. Primary health care specific services include family planning, antenatal care, safe delivery, child health, HIV/AIDS, tuberculosis, malaria, chronic conditions, small surgery and community-based services and should be offered at all council primary health facilities.
7.3 Health Workforce per 10,000 Population (#)	45	25	Health workforce refers to all people engaged in actions whose primary intent is to enhance health. These human resources include clinical staff, such as doctors, nurses, pharmacists, environmental health practitioners and other professional staff, but does not include support staff. Resources permitting, health workforce levels should align with WHO Global Human Resources for Health (HRH) Strategy: Workforce 2030.



<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
7.4 Availability of Health Information (%)	100	95	This refers to the capacity for capturing, analysis, synthesis and validation of health data feeding into national health statistical systems. All health facilities should submit timely, complete, and accurate reports to next level.
7.5 Availability of Essential Medicines (%)	100	75	All LAs primary health facilities should maintain sufficient stocks of the 14 essential medicines, as specified by the World Health Organisation standards.
7.6 Adequacy of Health Financing (US\$ per capita per year)	86	60	The sum of all health expenditures in a Local Authority area includes all sources of funds - external, government, and nongovernment including household out-of-pocket payments. The total health expenditure per capita should progressively build up to \$86 per capita as per WHO benchmarks.
7.7 Efficiency in Satisfactory Response/ Reaction to Customer Complaints (%)	100	95	Respond, record, and rectify every complaint raised within 48 hours. LAs should keep reasonable stock of spares/materials required to fix routine breakdowns. Complaints segregation and tracking is important daily.
7.8 Proportion of Compliant Business Premises (%)	100	100	LAs should carry out annual and periodic surveys of all business properties and maintain an up-to-date electronic database of all traders in their areas. All business premises should comply with Public Health statutory requirements and only allowed to operate after getting a trading license from the LA.
7.9 Proportion of Functional Public Toilets (%)	100	100	All public places such as shopping centres, home industries and market places, should have access to a functional public toilet, with adequate water and hand washing facilities)/pay toilets. They should maintain monthly inspection or survey reports on the condition and functionality of all public toilets. LAs should device innovative methods to ensure reasonable access by the poor/old whilst ensuring continued functionality of public toilets at all times of the day, thus curbing open defecation and urination in public places.

Minimum Service Delivery Standards Indicators for Local  
Authorities, Regulations, 2025

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
7.10 Proportion of Schools with Basic WASH Services (%)	100	100	All schools must have basic WASH services: 1. Basic Water: Access to clean drinking water 2. Basic Sanitation: Access to functional toilets and sanitation facilities (including age-appropriate facilities for ECD classes) 3. Basic Hygiene: Access to handwashing facilities and menstrual hygiene practices

*Minimum Standards for Housing and Social Amenities Indicators*

11. The minimum standards for housing and social amenities indicators shall be as follows—

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>8.1 Adequacy of Primary Education Facilities (Urban) (%)</b>	100	75	Provision of one primary school for every 500 residential properties for urban areas.
<b>8.2 Adequacy of Primary Education Facilities (Rural - Mines, Large Estates, Rural Townships and Growth Points) (%)</b>	100	75	Provision of one primary school for every 500 residential properties.
<b>8.3 Adequacy of Primary Education Facilities (Rural - Communal and Resettlement Areas) (%)</b>	100	75	Provision of one primary school within 5 km radius in communal areas and resettlement areas.
<b>8.4 Adequacy of Secondary Educational Facilities (%)</b>	100	75	At least one secondary school for 3-5 primary schools.

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>8.5 Adequacy of Community Amenities (%)</b>	100	75	All residential areas should have reasonable access to community facilities as stipulated by the National Human Settlements Policy and the Regional Town and Country Planning Act [ <i>Chapter 29:12</i> ]. Recreational Parks and community centres/halls – 1 per suburb/ neighbourhood/township/ward Stadiums - 1 homologated per town Cemeteries - 1 high, low density, crematorium per town Vendor marts/ home industries as per designated sites and planned stands.
<b>8.6 Coverage of Functional Settlements (%)</b>	100	80	This is the provision of housing on fully serviced stands complying with planning standards and human settlements policy. This includes topographical surveys, approved layout plans, title survey and services (water supply, sewerage, trafficable roads, storm water drainage, public lighting). Use of GIS is key and encouraged.
<b>8.7. Extent of Urban Renewal (%)</b>	100	80	LAs should institute programmes and policies to ensure that dilapidated housing, social, industrial and commercial infrastructure are continuously upgraded. LAs should have current Property Assessment Survey reports and implementation plans.
<b>8.8 Extent of Title Surveyed Properties (%)</b>	100	80	All properties in urban and urbanised areas (growth points, rural service centres, peri-urban developments) should be title surveyed to enable owners to secure title deeds.
<b>8.9. Efficiency in Satisfactory Response/Reaction to Customer Complaints (%)</b>	100	95	Councils should have a citizen focus, responding or redressing their complaints within 48 hours. Respond, record, and rectify every complaint raised as per the Council's Client Service Charter. Complaints segregation and daily tracking is important.

Minimum Service Delivery Standards Indicators for Local  
Authorities, Regulations, 2025

<b>Performance Indicator</b>	<b>2030 Benchmark</b>	<b>2026 Target Indicator</b>	<b>Minimum Performance Standard</b>
<b>8.10 Operating Cost Recovery in Billed Housing and Community Services (%)</b>	100	100	LAs should set their tariffs such that they are able to cover all their operating costs.
<b>8.11 Efficiency in Collection of Housing and Community Services Charges (%)</b>	95	80	Collection records are maintained for each billing cycle. LAs should put in place measures to ensure that they collect all billed revenues. These may include smart ICT gadgets, instant billing, payment platforms and debt collection policies. An accrual accounting system should be in place, capable of separating arrears from current revenues. All LAs should have an efficient Enterprise Resource Planning (ERP) system suitable for their size and functions
<b>8.12 Maintenance Coverage Ratio (%)</b>	20	15	Budget provision for spontaneous or planned maintenance to achieve economic lifespan of amenities and properties.

*Supplement to the Zimbabwean Government Gazette dated the 7th November, 2025.  
Printed by the Government Printer, Harare.*