



REPORT TO SUBCOUNCIL
[2]

1. ITEM NUMBER : **02SUB29/01/2021**

2. SUBJECT

C3 NOTIFICATION PROGRESS REPORT : SUBCOUNCIL 2

VORDERINGSVERSLAG OOR C-3 AANMELDINGS : SUBRAAD 2

**INGXELO YENQUBELA-PHAMBILI NGOVIMA WENCACISO ONGU-C3-:
IBUNGANA 2**

3. PURPOSE

The purpose of the report is to inform the Subcouncil 2 of the progress C3 notifications in setting the pace for service delivery.

4. EXECUTIVE SUMMARY

The City has introduced a formalized system of receiving, capturing and processing of complaints, suggestions and enquiries through the C3 Notification facility on SAP. Subcouncils create C3 notifications, which are electronically forwarded to Line Departments for attention and actioning. Line Departments also create their own C3 notifications in addition to those received from Subcouncils. The system allows for tracking and reporting various fields.

5. RECOMMENDATION

- a) That The summary schedule of service request notification for Subcouncil 2, **BE NOTED**.
- b) The departments be tasked to action the oldest items first.
- c) All items within the departments' main work centres be investigated to ensure that the items are still relevant
- d) That a new target date of 28 February 2021 be set to resolve items older than 90 days.

IZINDULULO

Kunduluwe Ukuba

- a) **MAKUQWALASELWE** ishedyuli esisihwankathelo engezaziso zezicelo zonikezelo lwenkonzo zeBhungana 2.
- b) Makunikwe amasebe uxanduva lokuba athathe amanyathelo kweyona mibandela midala kuqala.
- c) Makuphandwe yonke imibandela kumazika aphambili okusebenza amasebe ukuze kuqinisekiswa ukuba imibandela leyo isafanelekile.
- d) Makumiselwe umhla omtsha wokuqwalasela imibandela engaphezulu kwentsuku ezingama-90 ukususela ngowama-28 eyoMdumba 2021.

AANBEVELINGS

Daar word aanbeveel dat

- a) Daar **KENNIS GENEEM WORD** van die opsommende schedule van diensversoek-aanmeldings vir Subraad 2
- b) Die departemente die taak opgele word om eerste aan die oudste items aandag te skenk.
- c) Alle items in die departemente se hoofwerksentrums ondersoek word om te verseker dit is steeds relevant.
- d) Die nuwe teikendatum gestel word vir items wat op 20 Januarie 2020 ouer as 90 dae was, sodat daar teen 28 Februarie 2021 aandag geskenk kan wees.

6. DISCUSSION/CONTENTS

The City has introduced a formalized system of receiving, capturing and processing of complaints, suggestions and enquiries through the C3 Notification facility on SAP. Subcouncils create C3 notifications, which are electronically forwarded to Line Departments for attention and auctioning. Line Departments also create their own C3 notifications in addition to those received from Subcouncils. The system allows for tracking and reporting various fields.

6.1. Staff Implications

Does your report impact on staff resources or result in any additional staffing resources being required?

No x ☐

Yes ☐

(if yes, please indicate whether or not it is part of the approved staffing structure, whether the posts are budgeted for etc.)

6.2. Other Services Consulted

F THEART FINANCE

ANNEXURES

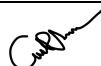
ANNEXURE A: OUTSTANDING C3 NOTIFICATIONS UP TO 30 NOVEMBER 2020

ANNEXURE B: COMPLETED C3 NOTIFICATIONS FOR PERIOD 1 DECEMBER 2020 TO 31 DECEMBER 2020

ANNEXURE C: OUTSTANDING C3 NOTIFICATIONS FOR PERIOD 1 DECEMBER 2020 TO 31 DECEMBER 2020

FOR FURTHER DETAILS, CONTACT:

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FILE REF NO	[11/11/1]



MANAGER: SUBCOUNCIL 2

NAME AMELIA VAN RHYN

TEL 021 444 1132

DATE ~~21.1.2020~~

CHAIRPERSON

NAME CLLR B HANSEN

TEL 021 444 1138

DATE ~~21.1.2020~~
