

REPORT TO SUBCOUNCIL 1



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Making progress possible. Together.

1 ITEM NUMBER: 01SUB 10/01/2021

2 SUBJECT

C3 NOTIFICATION PROGRESS REPORT FOR THE PERIOD 13 NOVEMBER 2020 – 14 JANUARY 2021: SUBCOUNCIL 1

3 PURPOSE

The purpose of the report is to inform the members of Subcouncil 1 of the progress of C3 notifications created 30 days and beyond.

4 FOR DECISION BY

Information Only

5 EXECUTIVE SUMMARY

The City has introduced a formalized system of receiving, capturing and processing of complaints, suggestions and enquiries through 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.

6 RECOMMENDATION that:

That the Subcouncil **NOTES** the report.

ANNEXURES: C3 NOTIFICATION PROGRESS REPORT: SUBCOUNCIL 1

PLEASE NOTE: INFORMATION TO BE CIRCULATED AT THE MEETING

FOR FURTHER DETAIL CONTACT:

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