



## INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO COMMITTEE

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1. **ITEM NUMBER:** IEDB 06/09/23

2. **SUBJECT**

### DEFERRED ITEM

**PRESENTATION: INNOVATIONS AND RED TAPE REDUCTION IN THE PUBLIC PARTICIPATION UNIT (PPU) SYSTEMS**

*MR I ROBSON: MANAGER PPU : CORPORATE SERVICES*

### NOTE

The Line Department to conduct a presentation on the innovation and red tape reduction in the Public Participation (PPU) System to the Innovation and Ease of Doing Business Portfolio Committee.

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CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

PPU RESPONSE TO RESOLUTION  
INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO COMMITTEE  
11 AUGUST 2023

Making progress possible. **Together.**

# PC RESOLUTION

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**RESOLVED** that the huge attachments of the liquor licence applications and the property development applications received via e-mail is putting a huge constrain on the CBO's in terms of managing accessibility and communications with communities, a review of the process is required.

- PPU relevant departments to discuss how the process can be digitised and streamlined**

# Centralised CBO Database<sup>32</sup> accessible to all depts

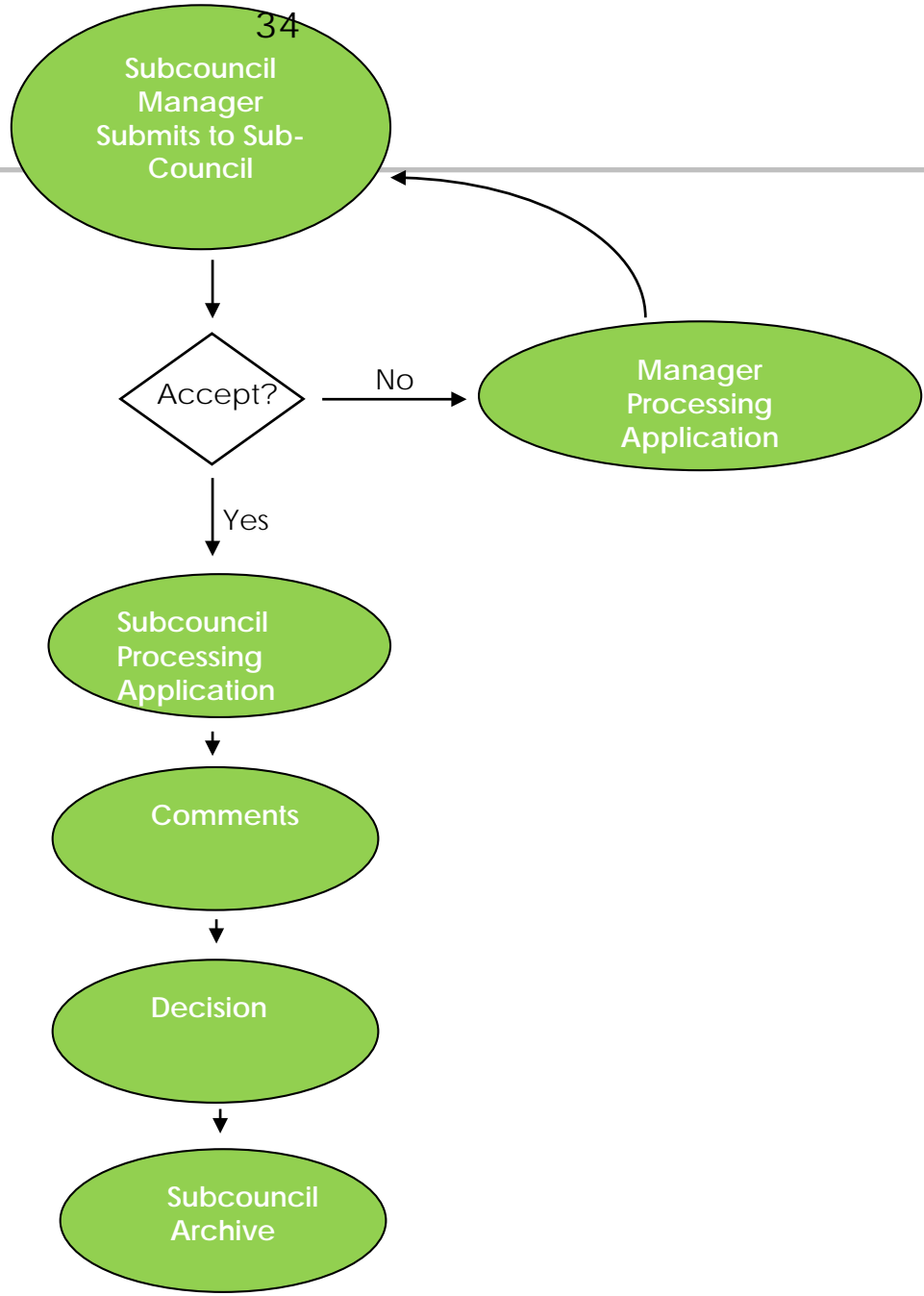
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- *Community Organisation Database (COD)*
  - Foundation for establishing ward committees in the City
  - Each subcouncil responsible for organisation maintenance for wards in their area of operation
  - Onus is on the organisation to update their information with the subcouncil, however as this does not ordinarily happen, mechanism in place for subcouncils to engage organisation registered on COD to verify and confirm and/or provide change of details.
  - Registration form available on City's website. Not possible for organisation to register directly onto COD as they are also required to submit supporting documents to the Subcouncil upon registration and the Subcouncil will allocate the organisation to a sector to ensure uniform representation in sectors across the 116 wards
- *Links to COD information provided for line departments to create their own applications*

# Liquor Licence Process

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- ❑ Application manually submitted to IDL
- ❑ Inter Departmental Liaison (IDL) Uploads on a Business application Site and submit to Subcouncil
- ❑ Subcouncil selects public participants (PP) from the Community Organisation Database (COD) list and internal departments.
- ❑ System send email to selected participants for comment with web part (WP) link.
- ❑ The link will include a download link to the full application and address details.
- ❑ PP complete WP and submits directly into the system.
- ❑ System with automatically restrict access.
- ❑ Subcouncil checks comments
- ❑ Subcouncil will record decision onto the system and submit recommendation to Liquor Authority.



**Upload File:**

**Attachments:** [Penguins.jpg](#)  
[Address.pdf](#)  
[Tulips.jpg](#)

Click Preference  **Supported**  **Not Supported**  **Conditional Support**

**Criteria for granting licences**

**34. The Liquor Licensing Tribunal may not grant a licence, unless it is satisfied on a balance of probabilities that—**

- (a) the granting thereof is in the public interest;**
- (b) the applicant is of good character, and not disqualified from holding a licence in terms of section 35;**
- (c) the premises on which the sale or consumption of liquor will take place are or will upon completion be suitable for use by the applicant for the purposes of the licence;**
- (d) the applicant has the right to occupy the proposed licensed premises; and**
- (e) the granting of the application does not prejudice—**
  - (i) the residents of a residential area;**
  - (ii) the residents of an institution for the aged or frail;**
  - (iii) the learners of an educational institution who are under the age of eighteen (18) years;**
  - (iv) the patients of an institution for drug or alcohol related dependencies; or**
  - (v) the congregants of a religious institution located in the vicinity of the proposed licensed premises.**

application

NAME	E-MAIL ADDRESS
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

*By clicking the SUBMIT button, your comments will be sent to the subcouncil and you will not be able to make any further changes. If you require a hard copy, click on PRINT button before SUBMIT.*

# Land Use Management<sup>36</sup> (Property development applications)

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- ❑ LUMS uses SAP ECC for our platform for DAMS (Development application management system)
- ❑ Ward Councillors and sub council managers emailed copy of application for comment
- ❑ No provision for Councillors or CBOs to input directly into case management system
- ❑ Direct external input facility will have to be built via Change Request to IS&T.
- ❑ SAP and Web based services can not integrate
- ❑ LUMS process 11 000 applications a year
- ❑ 2 application categories:
  - ❑ Applications requiring media notices
  - ❑ Applications requiring basic registered letters
- ❑ All media applications are published on the have your say City web
- ❑ All other applications are not and only advertised to identified individuals.



# Land Use Management<sup>37</sup> (Property development applications)

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## Integration into Liquor licence system

- ❑ Liquor licence applications use web based platform

## Challenges for LUM in terms of direct notification

- ❑ Web Apps cannot integrate with SAP platform
- ❑ Applications requiring media notices placed on Have Your say are a manual process
- ❑ All applications which are advertised provide a notice to interested and affected parties which indicate what to do next in terms of commenting.

# Initiative raised to streamline for LUM

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This entire process can be digitised and streamlined in simple ways:

- ❑ Publishing the notices online for interested parties to download
  - Is available for media notice applications on Have Your Say
  - Not available for other applications as not all are identified and determined to be an interested and affected party
  
- ❑ Creating an easy to access url or shortened url to the individual notices which can then be share with communities
  - This is possible for media notice applications already to direct to Have Your Say page.
  
- ❑ Creating an online form for interested parties to submit their comments
  - Available on have your say for media applications which creates an email
  - Online forms are available for comment to IAAP
  - Cannot integrate a web form to our case management

# Initiative raised to streamline for LUM

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- ❑ Creating an online subscription service for interested parties to sign up to receive a daily, weekly notification when these notices are published online, which would also allow them to update their contact details at any time
  - The new City app could work with connection to the Business partner number
  
- ❑ Creating a centralised digital CBO database which is accessible to all departments and Sub-Councils, also allowing CBOS to register and update their contact details through a simple online form.
  - Someone would need to take ownership and responsibility of this database

# Reviewing of current process - Events<sup>40</sup>

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## ❑ Current System – Email based.

- Ward Councillors emailed redacted copy of event permit application for comment
- Ward Councillors distribute to (affected) Ratepayers/Residents Assn's – for comment/information
- Ward Councillors/Ratepayers comments emailed to Event Permit Office.

## ❑ Event Permitting Management System (Online)

- EPMS – system in production – bug-fixing
- SAP- based system
- No provision for Councillors or CBOs to input directly into case management system
- Communication with Ward Councillors via email.
- Direct external input facility will have to be built via Change Request to IS&T.

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- Events Department and Property Development will engage with stakeholders as to how IDL's application could be utilised or even integrated into their system.



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Thank You

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Making progress possible. Together.