



REPORT TO SUBCOUNCIL 3

1. **ITEM NUMBER: 03SUB 25/08/2021**

2. **SUBJECT: C3 NOTIFICATIONS**

ISIHLOKO: UVIMBA WEENGCACISO KWIKHOMPYUTHA ONGU-C3

ONDERWERP: C3 - AANMELDINGS

3. **PURPOSE**

To present the Subcouncil with feedback regarding calls and complaints that were registered on the COCT's Notifications Programming Schedule for the period **1 to 31 July 2021**.

4. **FOR DECISION BY**

The Subcouncil
Part 24 Delegation 1(1)

To assess the performance of service delivery generally within their area of jurisdiction (outcomes monitoring)

5. **EXECUTIVE SUMMARY**

The C3 Notifications report is a standing report on every Subcouncil agenda.

At the Activities Day meeting of 14 March 2017, the Subcouncil Councillors attended a training session regarding C3 notifications which included the process as to how to extract information from the SAP System.

The Councillors at the meeting on 14 March 2017 unanimously agreed that they would visit the Sap Portal on a regular basis and bring any queries regarding outstanding matters to the Activities Day each month, for further follow-up by the Subcouncil Manager.

Report back will then be supplied at the Subcouncil meeting of the same month.

In incidents where the Activities Day may be cancelled for any particular month, it would be on the Councillor's onus to submit outstanding matters of concern to the Subcouncil Manager for further follow-up.

This report is submitted to enable Councillors to monitor service delivery in the respective Wards of Subcouncil 3 for the period 1 June 2021 to 30 June 2021.

For July 2021, 3544 notifications were created, 3143 notifications were closed and 401 notifications are outstanding and in progress for Subcouncil 3.

6. RECOMMENDATIONS

Recommended:

- A) That the contents of the report be noted.
- B) That the Councillors of Subcouncil 3 submit queries regarding outstanding matters on the C3 SAP Portal to the Subcouncil Manager for discussion at its monthly Activities Day and further follow-up.

IZINDULULO

Kundululwe ukuba:

- A) Makuqwalaselwe okuqulathwe yingxelo.
- B) OoCeba beBhungana-3 mabangenise imibuzo ngokumalunga nemibandela engekaxoxwa kwikhonkco loqhagamshelwano kwikhompyutha i-C3 SAP Portal kuMphathi weBhungana ukuze ixoxwe kuSuku lwarhoqo ngenyanga olungeMisebenzi kwakhona kwenziwe ulandeliso oluthe xhaxhe.

AANBEVELING(S)

Aanbeveel:

- A) Dat daar van die inhoud van die verslag kennis geneem word.

- B) Dat die raadslede van subraad 3 navrae oor uitstaande sake op die C3-SAP-portaal by die subraadsbestuurder indien vir bespreking by sy maandelikse aktiwiteitedag en verdere opvolgoptrede.

7. DISCUSSION/CONTENTS

The Speaker, during a FOCOS meeting in 2009 requested all Subcouncils to submit their C3 Notifications Schedule, indicating outstanding and in process notifications to the Subcouncil each month.

7.1. Constitutional and Policy Implications

N/A

7.2. Sustainability implications

Does the activity in this report have any sustainability implications for the City?	No X	Yes <input type="checkbox"/>
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7.3. Legal Implications

N/A

7.4. Staff Implications

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

No X

Yes ☐

7.5. Other Services Consulted

N/A

ANNEXURES

ANNEXURE A: SCHEDULE FOR Ward 1 – C3 NOTIFICATIONS
ANNEXURE B: SCHEDULE FOR Ward 4 – C3 NOTIFICATIONS
ANNEXURE C: SCHEDULE FOR Ward 5 – C3 NOTIFICATIONS
ANNEXURE D: SCHEDULE FOR Ward 70 – C3 NOTIFICATIONS
ANNEXURE E: SCHEDULE FOR Ward 107 – C3 NOTIFICATIONS
ANNEXURE F: SCHEDULE FOR Ward 113 – C3 NOTIFICATIONS

FOR FURTHER DETAILS, CONTACT:

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MANAGER SUBCOUNCIL 3
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Comment:

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COUNCILLOR NICOLETTE RHEEDER
SUBCOUNCIL 3 CHAIRPERSON
Tel no: 021 444-4871

Comment: