



1. ITEM NUMBER: **15SUB15/05/23**

2. SUBJECT / ONDERWERP / ISIHLOKO:

MONTHLY PROGRESS REPORT: SERVICE REQUESTS

MAANDELIKSE VORDERINGSVERSLAG: DIENSVERSOEKE

INGXELO ENGENKQUBELA YARHOQO NGENYANGA: IZICELO ZENKONZO

[LSU H 5632]

3. PURPOSE

The purpose of the report is to note the service requests [C3 Notifications] logged for Subcouncil 15 for the previous month.

4. FOR DECISION BY

This report is submitted to Subcouncil 15 for information.

Delegation 1 (1) To assess the performance of service delivery generally within their area of jurisdiction (outcomes monitoring)

5. EXECUTIVE SUMMARY

Delegation 1 (1) of Part 25 as contained in the Systems of Delegations as approved by Council delegate powers to the Subcouncil to assess the performance of service delivery within their area of jurisdiction.

The service request report is a monthly report submitted to the Subcouncil in order for the Ward Councillors to monitor the execution of these requests in their respective areas.

The report provides an overview of outstanding and in process service requests per ward to allow the Ward Councillors to intervene in cases where these notifications are long outstanding and overdue.

The Subcouncil has not received a monthly report of this nature since the new Subcouncil was inaugurated. A report was tabled at the June 2022 subcouncil meeting containing an age analysis report on service requests that has been outstanding since 1 November 2021 is included as a once-off as part of this report.

This report contains a schedule of outstanding service requests per ward.

6. RECOMMENDATIONS

It is recommended that:

- (a) The schedule of service requests for Subcouncil 15 be **NOTED**.
- (b) The ward councillor and the ward assistant monitor service requests that are long outstanding and request the subcouncil manager to escalate such.

IZINDULULO:

Kundululwe ukuba:

- (a) **MAKUQWALASELWE** ishedyuli engezicelo zenkonzo engeyeBhungana-15.
- (b) Uceba wewadi kunye nomncedisi wewadi mababeke iliso kwizicelo zeenkonzo ekudala zilindile kwaye bacele umphathi webhungana ukuba azikhawulezise

AANBEVELINGS:

Daar word aanbeveel dat:

- (a) Daar **KENNIS GENEEM WORD** van die skedule van diensversoeke vir Subraad 15.
 - (b) Die wyksraadslid en die wykassistent diensversoeke wat al lank onafgehandeld bly, monitor en die subraadsbestuurder vra om dit te eskaleer.
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ANNEXURES

Annexure A : Schedule of Outstanding Service Requests for Ward 31
Annexure B : Schedule of Outstanding Service Requests for Ward 50
Annexure C : Schedule of Outstanding Service Requests for Ward 51
Annexure D : Schedule of Outstanding Service Requests for Ward 52
Annexure E : Schedule of Outstanding Service Requests for Ward 53
Annexure F : Schedule of Outstanding Service Requests for Ward 56

FOR FURTHER DETAILS, CONTACT:

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