



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## REPORT TO SUBCOUNCIL 3

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**1. ITEM NUMBER:**

**2. SUBJECT: SERVICE REQUESTS**

**ISIHLOKO: IZICELO KWIKHOMPYUTHA ZOKUNIKEZELWA INKONZO**

**ONDERWERP: DIENSVERSOEKE**

**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 April 2023 – 30 April 2023**.

**4. FOR DECISION BY**

The Subcouncil  
Part 25 Delegation 1(1)

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

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**5. EXECUTIVE SUMMARY**

The SERVICE REQUEST 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 SERVICE REQUESTS, 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 April 2023 – 30 April 2023.**

## **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 Service request 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 C3SAP-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 SERVICE REQUESTS 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. POPIA Compliance

☒ It is confirmed that this report has been checked and considered for POPIA Compliance.

### 7.5 Staff Implications

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

No ☒

Yes ☐

### 7.6. Other Services Consulted

N/A

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## ANNEXURES

ANNEXURE A: SCHEDULE FOR Ward 1 – SERVICE REQUESTS – April 2023

ANNEXURE B: SCHEDULE FOR Ward 4 – SERVICE REQUESTS – April 2023

ANNEXURE C: SCHEDULE FOR Ward 5 – SERVICE REQUESTS – April 2023

ANNEXURE D: SCHEDULE FOR Ward 104 – SERVICE REQUESTS – April 2023

ANNEXURE E: SCHEDULE FOR Ward 113 – SERVICE REQUESTS – April 2023

ANNEXURE F: SERVICE REQUEST SUMMARY FOR April 2023

**FOR FURTHER DETAILS, CONTACT:**

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<b>DIRECTORATE</b>	Corporate Services: Area North – Subcouncil 3
<b>FILE REF NO</b>	

Comment:

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**MANAGER: SUBCOUNCIL 3**

NAME

ROXANNE MOSES

DATE

Comment:

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**CHAIRPERSON: SUBCOUNCIL 3**

NAME

CLLR PHINDILE MAXITI

DATE

