



REPORT TO SUBCOUNCIL 19

1. ITEM NUMBER: 19SUB13/09/21

2. SUBJECT

C3 NOTIFICATION PROGRESS REPORT: AUGUST 2021

3. PURPOSE

The purpose of the report is to inform Councillors of the status of the C3 notifications.

4. FOR DECISION BY

Subcouncil for information.

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

5. RECOMMENDATION

The C3 notification report for August 2021 be noted.

6. EXECUTIVE SUMMARY

The City has introduced a formalized system of receiving, capturing and processing of complaints, suggestions and enquiries through the C3 Notification facility on SAP. The Corporate Call Centre, as well as Subcouncils creates C3 notifications, which are electronically forwarded to Line Departments for attention and execution. Line Departments also create their own notifications in addition to those received from the Corporate Call Centre and Subcouncils. The system allows for tracking and reporting at various fields.

7. Staff Implications

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

No ☐

Yes ☐

Making progress possible. Together.

8. Other Services Consulted

City Parks: Chris Bonthuys
Electricity Services: Michael Carlson, Zachary Benjamin
Solid Waste: Gregory Whyte
Roads & Stormwater: Brendon Fortuin
Water Services: Rodney Petersen

ANNEXURES

Annexure A: Complaints by Ward
Annexure B: Top 20 complaints by Subcouncil
Annexure C: Top 20 complaints by Ward

FOR FURTHER DETAILS CONTACT:

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FILE REF No	



SUBCOUNCIL CHAIRPERSON

NAME CLLR PATRICIA FRANCKE

Comment:

TEL 021 400 7495

DATE 13 SEPTEMBER 2021



SUBCOUNCIL MANAGER

NAME DESIREE MENTOR

Comment:

TEL 021 400 7495

DATE 13 SEPTEMBER 2021