



**CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD**

**Making progress possible. Together.**

## **C3 NOTIFICATION SYSTEM: REPORT PROBLEMS IN YOUR NEIGHBOURHOOD**

One of the great things about living in Cape Town is that we can make use of the efficient system the [City of Cape Town](#) has in place for reporting all municipal problems. The C3 Notification System is an electronic system that acts as a central place for reporting and tracking general problems in your community and has been up and running successfully since 2007. So next time you see a broken pipe or traffic light that's out give it a try and let us know what you think.

C3 was introduced when the City recognised the need for a consistent, reliable process to record, track and report requests and complaints from the public. Using the system will ensure that all requests for service, called notifications, are not only recorded, but responded to appropriately. Currently, more than 5 000 City staff members have access to the system.

Every time a service request is received, either by phone, via SMS, email, over the counter or through written correspondence, a notification and a reference number are created. The notification will only be closed once the request has been dealt with. Problems to report include issues such as:

- Cleansing issues including broken litter bins
- Condition of parks
- Broken/missing traffic signs
- Fading street lines
- Potholes
- Broken/missing drain covers
- Blocked storm water drains
- Trees growing into electricity lines
- Weeds growing in the gutters/pavements
- Street lights not working

The notifications will reflect the name of the person reporting the matter, the nature of the incident and the location. From the information the system will then route the notification to the correct department so that the work can be assigned to field workers to ensure quick and effective resolution. The system will also enable the City to measure how long it takes to deal with complaints, as an indicator of service delivery success and improvement over time, as well as identifying certain trends.

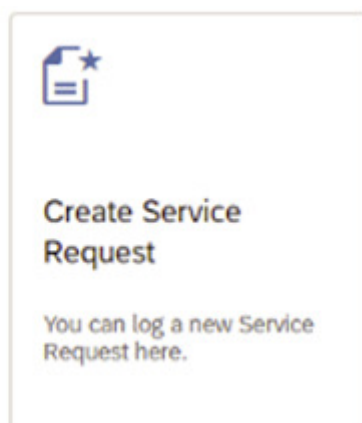
A recent addition to the C3 Notifications system is a link specifically created for use on cell phones and tablets. We encourage you to make use of this service and save the link to report issues in our City as soon as possible: [C3 Notification Link https://eservices1.capetown.gov.za/coct/wapl/zsreq\\_app/index.html](https://eservices1.capetown.gov.za/coct/wapl/zsreq_app/index.html)

For more information, contact the City of Cape Town:

Phone: 086 010 3089

E-mail: [contactus@capetown.gov.za](mailto:contactus@capetown.gov.za)

SMS: 31373



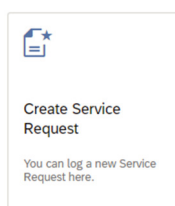
## HOW TO LOG A C3 SERVICE REQUEST / CALL WITH COCT?

Pot holes in the road, street light out, drain covers missing, leaking water pipes, tree removal and cutting, illegal dumping and more. You can help, get involved!!

Below is a details step by step guide on how you can log a C3 Server Request

Logging a C3 service request with the City of Cape Town. Below is an easy guide that you can follow.

- Go to [https://eservices1.capetown.gov.za/coct/wapl/zsreq\\_app/index.html](https://eservices1.capetown.gov.za/coct/wapl/zsreq_app/index.html)
- Select Create Service Request



- Select what service from the drop-down boxes
  - Select Group first
  - Then select Service
  - Click Step 2 to continue

Service Description

1. Service

All fields marked with an asterisk (\*) are required.

What is the nature of your request?

\*Group: Electricity (Street lighting)

\*Service: Individual street lights are out

Step 2

- Enter in a description of the problem and as much information as possible
- Click on Step 3

2. Description

All fields marked with an asterisk (\*) are required.

Describe your requested service, issue or complaint.

\*Describe Request: Streetlight out in front of 123 Breckenridge road, Canal West, Sunningdale. Please fix as soon as possible.

Step 3

- Enter in the Address where the issue is or closest location
- Click Step 4

3. Address

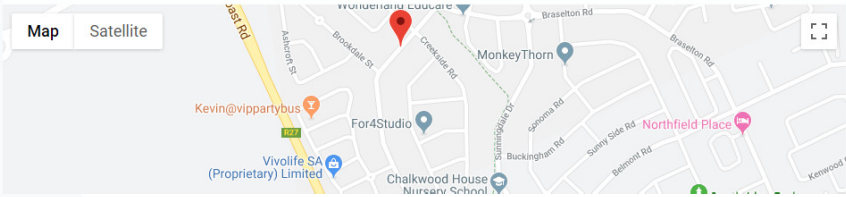
Tell us where in the city the requested service is required (or issue is located).

\*Street No: 65

\*Street Name / Road: Breckenridge Road

\*Suburb: Minerton Rural

Map Satellite



Step 4

- If you have any photo's or images please upload them, save them to your computer and browse to the location that you saved them and upload
- Click Step 5

4. Attachment

Service Request Attachment

Select File to attach: Choose a file to Upload... Browse...

You may optionally add a picture or document to further describe your request. The maximum file size is 5MB.

Step 5

- Enter in your contact details and select your preferred feedback method
- Click on Review

Contact Details

\*First Name: Jane

\*Surname: Doe

\*Mobile (Enter 10 digit number): 0821234567

Email: jane.doe@gmail.com

\*Preferred feedback method:  Email  Mobile

Review

- Check all the details are correct and then click on the Submit button at the bottom of the page

New Service Request

Summary

Service	Group: Electricity (Street lighting) Service: Individual street lights are out	Edit
Description	Description of Request: Streetlight out in front of 123 Breckenridge road, Canal West, Sunningdale. Please fix as soon as possible.	Edit
Attachment	Attachments: None	Edit
Address	Street Number: 65 Street: Breckenridge Road Suburb: Minerton Rural	Edit
Contact Details	First Name: Jane Surname: Doe Telephone: 0821234567 Email: jane.doe@gmail.com Preferred Communication: SMS	Edit

Submit

- You will receive a reference number via your preferred method of communication (SMS/email)