

REPORTING OUTLINE

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4.0 CONTACT DETAILS OF OFFICERS AT THE CLIENT SERVICE UNIT

Table 1: Contact Officers at the CSU

NO	NAME	GRADE	PHONE NUMBER	EMAIL
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5.0 ANALYSIS OF FINDINGS:

5.1 Analysis on total applications received, total applications processed, total applications not processed and reason for non-processing.

****Can include graphs and pros****

5.2 Analysis on standard timeframe, actual number of days taken for processing, average number of days taken for processing applications and reasons for the shortfall

****Can include graphs and pros****

5.3 Analysis on other Services not listed in the CSC but processed; total number of other services received, numbers processed, numbers not processed and average time taken to process.

****Should include graphs and pros****

5.4 Number of Complaints Received, Resolved, and Pending

****Can include graphs and pros****

6.0 CHALLENGES

7.0 RECOMMENDATIONS

8.0 CONCLUSION

Appendix 1: Service Delivery Standards (SDS) Results Matrix (Annul Reporting Template Sections B and Section C)

Appendix 2: Service Evaluation Checklist