

REQUEST TO ADOPT AND/OR ALTER CUSTOMER REQUEST TYPES AND DUE DATES

Date of Council Resolution: 2 July 2003

Committee Reference and Date: Corporate Services Committee No. 2003(08) of 25 June 2003.

No of Resolution: 43.03

Relevant Legislation:

Section 25 of the Local Government Act 1993 – Jurisdiction of Local Government

Section 36 of the Local Government Act 1993 – General Powers

Section 425 of the Local Government Act 1993 – Compliance with Corporate and Operational Plan

Delegation to: Chief Executive Officer

Power Delegated:

Adopt Request Type Codes, descriptions and estimated times in working days for any customer request type code in Pathway Customer Service.

Approve recommendations from Departments/Business Unit Managers to amend the estimated time in working days and/or the description allocated to an adopted Request Type Code.

Approve recommendations from Department Heads/Business Unit Managers to amend the Due Date on a particular customer request.

Conditions of Delegation:

1. The submission to Council of a six monthly report summarising the decisions taken in respect to this delegation.
2. Whenever this power is exercised, a record of the exercise of such power shall be made in writing at the time of exercising such power, and a copy thereof shall be kept in such format as determined from time to time by the Chief Executive Officer.