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Department:
Community Safety & Transport Management
North West Provincial Government
REPUBLIC OF SOUTH AFRICA

Department of Community Safety and Transport Management

Departmental Service Charter and Service Standards

DCS&TM SERVICE CHARTER & SERVICE STANDARDS

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Department
Community Safety & Transport Management
North West Provincial Government
REPUBLIC OF SOUTH AFRICA

HUMAN RESOURCE MANAGEMENT

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TO : DR. MN. MOTLHABANE, MPL
MEC: COMMUNITY SAFETY & TRANSPORT MANAGEMENT

THROUGH : CHIEF DIRECTOR-CORPORATE SERVICES

FROM : DIRECTOR: HRM
MS. MS. TSELAPEDI

DATE : 11TH JULY 2016

SUBJECT : REQUEST FOR APPROVAL: DEPARTMENTAL SERVICE CHARTER AND SERVICE STANDARDS

1. PURPOSE

The purpose of this submission is to request Head of Department to approve the Departmental Service Charter and Service Standards incorporating Transport Management.

2. BACKGROUND

2.1 The Department is mandated by the White Paper on Transformation, National Development Plan and Management Performance Monitoring Tool, and compelled to adhere to the said legislative framework.



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- 2.2 The Batho Pele Handbook: Chapter 4:p85, states that a service charter is “A statement of commitment that a department or component makes towards service delivery”, White Paper on Batho Pele and MPAT.
- 2.3 The Department is developing the Service Delivery Improvement Plan for 2015 – 2018. Flowing from the SDIP, the department must have a Service Delivery Charter which outlines to the clients and what services the department provides.
- 2.4 The approved Service Charter and Service Standards must be displayed in departmental offices and all service points where the clients and public can be able to see them.
- 2.5 Departments are rated and assessed on this through Batho Pele inspections by National Minister and the MPAT process in respect of which the approved SDIP, Service Charter and Service Standards are the assessment criteria.
- 2.6 Batho Pele is also aimed at introducing a new approach to service delivery, which puts people at the center of planning and when delivering service, improving the face of service delivery by fostering new attitudes.
- 2.7 The government has passed a body of enabling legislation, known as the Regulatory Framework and support the implementation of the mandates emanating from this legislation, government, through its structures, has introduced the new Public Service Management Framework, aimed at making service delivery a reality for internal and external clients.
- 2.8 Numerous consultative meetings were conducted to source inputs in the development of Service Charter and Service Standards.

3. DISCUSSIONS

About us

We are Department of Community and Transport Management. We promote the value of citizenship and cultural diversity. Our work is underpinned by our guiding principles of People First: Batho Pele. We are committed to having well-trained staff and to develop and maintain an open and accountable culture that is fair and reasonable in dealing with clients.

Our Vision

Safe communities and effective transport services.

Our Mission

We are committed to promote community and road safety, exercise civilian oversight of police and coordinate transport services through an integrated approach.

Our Values: I-IMPACCT

Each employee is committed to an I-IMPACCT culture that explains our behaviour as follows:

- ✓ Integrity
- ✓ Innovation

- ✓ **M**otivated
- ✓ **P**assionate
- ✓ **A**ccountability
- ✓ **C**lient focused
- ✓ **C**ommitment
- ✓ **T**eam work

In accordance with the Department values our staff is required to perform their duties in an impartial and professional manner, being open and accountable for their actions and having the highest ethical standards. Under the Public Service Code of Conduct they will behave at all times in a way that upholds our values.

Office Hours: Head Office

Our offices are open from Monday to Friday only.
 We open our offices for service at: 08h00
 Lunch break: 12h45 to 13h30
 We close our office at: 16h30

Office Hours: Districts Office

Our offices are open from Monday to Friday only.
Saturday – we open as and when there is a demand
 We open our offices for services at: 07h00
 Lunch break: during lunch officials alternate
 We close our offices at 16h00 (but when clients are inside we shall open until they are served)

Our Charter

The charter tells you about:

- Our information and services
- Our commitment to provide you with a quality service
- Our service standards
- How you can give a compliment or lodge a complaint
- How you can help us help you

We are providing the following services:

DEPARTMENTAL SERVICES AND THE STANDARDS

EXTERNAL SERVICES AND STANDARDS

1. TRANSPORT ADMINISTRATION AND LICENSING

1. Application of personalized license number plates – 72 hours
2. Issuing of personalized license number plates – same day ONLY when applicant has required documents
3. Registering and licensing government fleet – same day for +- 100 applications
4. Authorizing application of duplicate certificate e.g. motor vehicle - +- 3 Days
5. Issuing of duplicate certificate – same day once it is authorised
6. Introducing build-up motor vehicle extra into eNatis system – 21 days per case
7. Registration & licensing of motor vehicle – same day ONLY when the applicant has required documents
8. Special / temporary permit – same day
9. Selling departmental tender documents – as and when there is a need

2. ROAD TRAFFIC MANAGEMENT

10. Application of professional driving permits – 21 days
11. Issuing of professional driving permits – same day provided that the applicant has a clean record
12. Application for roadworthy certificate – same day
13. Issuing of roadworthy certificate – same day provided that the vehicle is tested and found roadworthy
14. Application for certificate of fitness – same day
15. Issuing of certificate of fitness – same day provided that the vehicle is tested and found roadworthy
16. Application for abnormal permit – same day providing it is verified by the engineers
17. Issuing of abnormal permit – same day
18. Processing of appealed learners and drivers licenses, professional driving permit, road-worthy and certificate of fitness – directed by the Executive Authority's approval
19. Application for drivers licenses – same day ONLY when applicant has all required documents
Amount for Light motor vehicle is R222.00 (amount reviewed yearly)
Amount for heavy motor vehicle is R252.00 (amount reviewed yearly)
20. Application for learner's license – same day ONLY when applicant has all required documentation

All learners' licenses for light motor vehicles and heavy motor vehicles: R126.00 (amount review yearly)

21. Issuing of learner's license – same day ONLY when applicant has all required documents
Amount of R126.00 (amount reviewed yearly)
22. Renewal of driver's licenses – same day ONLY when applicant has all required documents
Amount of R222.00 (amount reviewed yearly)
23. Application of Public Driver's Permit (PDP) - same day ONLY when applicant has all required Documents.
Amount is R126.00 + R222.00
24. Deregistration of motor vehicle – same day provided the vehicle has no outstanding fees – no fee
25. Traffic register certificate – same day ONLY when applicant has requires documents – no fee
26. Escorting of events e.g abnormal loads, racing, political events, churches events, funerals and Marching (toy – toying) – as and when applied for

3. CRIME PREVENTION

27. Providing public education campaigns on destroying of the market for stolen goods, anti rape, anti firearms at schools, communities and municipalities – quarterly basis
28. Providing capacity building to Community Policing Forums (CPFs) and Boards – as and when services are identified
29. Providing public education on sexual offences (rape) in partnership with Criminal Justice system Stakeholders – quarterly basis

4. ROAD SAFETY

30. Establishing of the scholar patrol programmes at schools – As and when identified
31. Monitoring of scholar patrol in the morning and afternoon – As and when traffic conditions demands
31. Providing road safety education awareness campaigns to the community – as and when service is needed.
32. Providing learners and drivers' license training to Grade 11 & 12 learners. - As per identified historical disadvantaged areas.

5. TRANSPORT MANAGEMENT

33. Providing scholar transport to learners - As per identified historical disadvantaged areas (Farms and rural schools).
34. Provide learners transport 100% subsidy to learners residing in farms and deep rural, travelling more five (5) km from home to the nearest school and there is no public transport, as per the requisition from our client which is the Department of Education and Sports Development.

- 35 To contract the operators for learner transport services.
- 36 To monitor the operation of the learner transport services.
37. Providing subsidized Commuter transport - As per identified historical disadvantaged areas.
38. Provision of subsidised transport to commuters in the province.
39. Entered into contract with operators for commuters transport services
40. To monitor the operation of the commuter transport services

6. OPERATOR LICENCE AND PERMIT

41. Processing and adjudication of applications for new operating licences on all Public Transport vehicles at **R300.00** per each application.
42. Processing and adjudication of applications for amendment of a route on all Public Transport vehicles at **R300.00** per each application.
43. Processing and adjudication of applications for transfer of a licence on all Public Transport vehicles at **R300.00** per each application.
44. Processing and adjudication of applications for conversion of a permit on all Public Transport vehicles at **R300.00** per each application.
45. Processing and adjudication of applications for renewal of a licence on all Public Transport vehicles at **R300.00** per each application.
46. Processing and adjudication of applications for additional authority on an existing licence on all Public Transport vehicles at **R300.00** per each application.
47. Processing and adjudication of applications for change of particulars on a licence on all Public Transport vehicles at **R300.00** per each application.
48. Processing and adjudication of amendment of timetables or conditions on a licence on all Public Transport vehicles at **R300.00** per each application.
49. Processing and adjudication of replacement of a vehicle on all Public Transport vehicles at **R300.00** per each application.
50. Processing and adjudication of applications duplicate of a lost licence on all Public Transport vehicles at **R300.00** per each application.
51. Processing of applications for temporary licences on vehicles having licences and temporary replacement of a vehicle on a licence and inspection of documents or requesting copies at **R50.00** per each application.
52. Processing of applications for temporary replacement of a vehicle on a licence and inspection of documents or requesting copies at **R50.00** per each application.
53. Providing copies at **R0.80** per copy.
54. Conflict Management on all Public Transport operations in the entire Province, neighbouring provinces and neighbouring countries.

7. MONITORING AND OVERSIGHT

55. Announced visits to police stations (Service delivery audits) – **Monthly**
56. Announced visits to police stations (Audits on compliance to Domestic Violence Act) – **Monthly**
57. Unannounced visits to police station (Service delivery audits) – **Monthly**
58. Receiving of complaints from communities against the SAPS – **Daily**
59. Acknowledgement of complaints to complainants – **Within three days after receipt.**
60. Referral of complains not falling within the Departmental mandate to other - **Within three days after receipt.**
61. Investigations of service delivery complaints against SAPS - **Within three days after receipt**

- 62. Finalization of investigations regarding service delivery complaints against SAPS - **Within three months after receipt.**
- 63 Feedback to complainants regarding progress on complaint – **Monthly**
- 64. Request progress from SAPS on complaints – **Monthly**
- 65 Compile and submit police stations visits reports to Head of Department (Announced visits) – **Monthly**
- 66. Submit police station visits reports to National Office (Announced visits) – **Quarterly**
- 67. Submit Domestic Violence Act compliance reports by police stations to National office – **Bi-annually**
- 68. Submit police station visits reports to SAPS (Unannounced visits) – **Three days after the visits**
- 69. Compile crime trends and analysis report – **Monthly**
- 70. Compile crime rate of convictions report – **Annually**
- 71. Compile crime analysis report – **Annually**

OUR CONTACT INFORMATION

You may make an appointment by telephone, in writing or in person.

HEAD OFFICES:

Telephones:

Office of the MEC : Dr. Mpho Nicholas Mothabane (018) 200 8003/4
 Office of the Head of Department: Mr. Oageng Mosiane – (018) 200 8001

Postal address:

Private Bag x 19
 Mmabatho
 2735

E-mail : omosiane@nwpg.gov.za
 Physical address :

Tirelo Building, Albert Luthuli Drive, Mafikeng, 2745

Old Parliament Building
 Dr. Modiri Molema Road
 Mmabatho
 2735

Our Commitment to you

You will be treated in a courteous manner by official wearing nametags.

Assisting you staff will:

- Address you directly with respect
- Act in a friendly and helpful manner
- Explain the procedure involved and ensure your understanding of the position
- Attend to 95% of personal callers within 15 minutes of arrival (without an appointment)
- If you have an appointment you will be served within 10 minutes of your appointment time
- We will provide access to people with disabilities. If access is not available we will visit you at home
- We will provide you with information and advice in our services
- We will be open and transparent about how our actual performance compares with our standards of services

When you write to us, we pledge to:

1. Acknowledge your letter and advise you of progress within five working days
2. Update and inform you of progress until service has been delivered

When you have a complaint:

3. Please inform us immediately if you did not receive a good service.
4. You can provide compliment, complaint or suggestion about any aspects of the services provided by or funded by the department:
 - Using the suggestion box at any of our offices
 - You may write a letter
 - Drop an e-mail
 - Telephonically
 - Visiting our offices
5. On receipt, all complaints are registered and acknowledged in writing within 5 working days.
6. In our acknowledgement we will outline the action to be taken
7. We will carry out a full investigation, give an explanation and if any mistake has been made, we will apologise in writing and rectify the matter immediately. Depending on the nature and complexity of the complaint, we will resolve all complaints within 21 days or we will work with you until the issue has been resolved
8. If you are not satisfied, you may refer the matter to the Public Protector or member of Legislature

When you call:

9. Your call will be answered within 5 rings.
10. We will identify ourselves by name.
11. Direct your enquiry to the appropriate section/person.
12. If the person you wish to speak to is not available, another official will deal with your query or will return your call within 24 hours.
13. Deal with your enquiry promptly.

Your rights:

You have the right to:

- Access services, facilities and information in a manner which meet your requirements
- Know the reasons if you are not offered the service you are entitled to
- A free copy of the rules for the service you applied for
- Review and appeal
- Lodge a complaint
- Privacy and confidentiality

How you can help us to help you

- Tell us if you have special needs (user friendly access to the building)
- Let us know if you need an interpreter to use our services
- To abide by any legal requirements and other obligations that clients are to meet in order to be eligible for service sought
- To provide full and accurate information about where you live and about yourself and your family, and all required personal information such as identity number
- Inform the department if there are changes in your circumstances
- To treat staff with courtesy and respect
- To respond to requests for information by the department/staff accurately, thoroughly and in a timely manner
- Do not offer us money, gifts or other favours
- Report misuse of Government Motor Vehicles, property and corrupt practices, Road Safety, Crime Prevention, Traffic Management and service delivery with regard to the police at the following Toll-Free Number: **0800 204 992**



FORUM MEMBERS

Directorate/District	Name	Telephones	E-mail
Batho pele Coordinator	Seloile Rabolele	018 2008255	srabolele@nwppg.gov.za
Dr Kenneth Kaunda	Bertha Stephen	018 293 9640	bstephen@nwppg.gov.za
Bojanala	Levy Ikaneng	014 594 0763	likaneng@nwppg.gov.za
Madikwe	Kelebogile Letlhogile	014 532 1750	kletlhogile@nwppg.gov.za
Mogwase	Emily Taunyane	014 555 7072	etaunyane@nwppg.gov.za
Rustenburg	Charles Molefe	014 592 0531	cmolefe@nwppg.gov.za
Koster Weighbridge	Lucas Mothibedi	014 543 2928	rmothibedi@nwppg.gov.za
Koster Station	Snapple Segatlhe	014 543 2928	tsegatlhe@nwppg.gov.za
Brits Station	Gadi Letsietsa	012 250 2711	letsietsag@nwppg.gov.za
Bapong Weighbridge	Sphiwe Mthimunye	082 603 3680	Jesterhuizen@nwppg.gov.za
Crime Prevention	Mavis Nkadimang	018 381 9138 082 965 3837	mnkadimang@nwppg.gov.za
Road Management	Valencia Jonathan	018 381 9145 078 456 6478	valenciaj@nwppg.gov.za
Transport Administration & Licencing	Baji Tshounyane	018 388 1121	btshounyane@nwppg.gov.za
Potchefstroom	Lucien Rickert	018 294 4470 082 427 8099	lucienrickert@yahoo.com
Delareville	Olefile Mokgatle	018 264 3627 082 707 3852	omokgatle@nwppg.gov.za
Wolmaraanstad	Lerato Kgashane	018 596 1144	kgashane@nwppg.gov.za
Supply Chain Management	Masego Mokgosi	018 388 4474 082 416 3485	mkubelo@nwppg.gov.za
Road Management H/O	Piki Mangope	081 381 9199 083 672 2933	pmangope@nwppg.gov.za
Monitoring & Oversight	Vusimusi Vilakazi	082 236 4189	vilakaziv@nwppg.gov.za
Transport Management	Patrick Mohono	018 200 8086	pmohono@nwppg.gov.za



SUBJECT: REQUEST FOR APPROVAL: DEPARTMENTAL SERVICE CHARTER AND SERVICE STANDARDS

5. RECOMMENDATIONS


It is therefore recommended that Head of department approves the submission for implementation as per Service Delivery Improvement Plan and to ensure compliance as required by DPSA and stipulated in all Batho Pele Frameworks.



MS. TSELAPEDI (Ms)
BATHO PELE CHAMPION

DATE: 2016/07/11

RECOMMENDED / NOT RECOMMENDED/ RECOMMENDED WITH AMENDMENTS



SIZILE MPOLOKENG (Ms)
CHIEF DIRECTOR: CORPORATE SERVICES
DATE: 16/07/12

SUBJECT: REQUEST FOR APPROVAL: DEPARTMENTAL SERVICE CHARTER AND SERVICE STANDARDS

RECOMMENDED/ NOT RECOMMENDED/ RECOMMENDED WITH AMENDMENTS: _____



OAGENG MOSIANE (Mr)
ACTING HEAD OF DEPARTMENT

DATE: 14/07/16

APPROVED/NOT APPROVED/ APPROVED WITH AMENDMENTS: _____



MN. MOTLHABANE (Dr)
MEMBER OF EXECUTIVE COUNCIL

DATE: 21.07.2016