



dcstm

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



TERMS OF REFERENCE FOR DEPARTMENTAL COMPLAINTS AND COMPLIMENTS MANAGEMENT COMMITTEES 2025 – 2030



We belong



We care



We serve

HK

1. INTRODUCTION

DPSA mandated departments to develop credible, effective, efficient and realistic Service Delivery Improvement Plans and mainly to focus on stipulating a system or mechanisms for complaints as indicated in **Public Service Regulations of 2016, Part 3, Chapter 3, Section 38 (f)** which states that: *An executive authority shall establish and maintain a service delivery improvement plan aligned to the strategic plan contemplated in regulation 25 for his or her department—*

- (a) specifying the main services to be improved to the different types of actual and potential service recipients as identified by the department;
- (b) containing consultation arrangements with the department's actual and potential service recipients;
- (c) with due regard to the service recipient's means of access to the services and the barriers to increased access thereof, specifying the mechanisms or strategies to be utilised progressively to remove the barriers so that access to services is increased;
- (d) indicating standards for the main services identified for improvement;
- (e) containing arrangements as to how information about the department's services are to be provided; and
- (f) stipulating a system or mechanisms for complaints.

PSR 2016, Section 37 (e) also state that: *An executive authority shall publish on its website annually a service delivery charter which sets out the department's service standards that members of the public can expect and which will serve to explain how the department will meet each of the standards.* The service delivery charter referred to in sub-regulation (1) shall include—

- (e) a compliments, complaints and redress mechanism.

In responding to the mandate by DPSA, the Department developed the following toolkits which also serve as necessary Service Delivery Improvement Building Blocks.

- i. Complaints and Compliments Management Policy
- ii. Complaints and Compliments Management Committees as per districts
- iii. Terms of Reference for Complaints and Compliments Management Committees



2. PURPOSE

Departmental Terms of Reference for Complaints and Compliments Management Committees outline the committees' purpose, scope, membership, responsibilities, decision-making processes and reporting. The document serves as a guide for the committee's operations, ensuring clarity and accountability in handling complaints. Committees are to maintain a fair, efficient and transparent process for handling complaints.

3. OBJECTIVES

Departmental Terms of Reference for Complaints and Compliments Management Committees are as follows:

- a) To ensure timely and effective resolution of complaints.
- b) To improve service delivery based on feedback received through complaints.
- c) To foster a culture of accountability and responsiveness within the department.

4. SCOPE

4.1 Coverage:

The committees will attend to all complaint received from internal and external service beneficiaries (customers).

Only complaints hampering or disturbing effective and efficient service delivery are to be dealt with by the Departmental Complaints and Compliments Management Committees i.e shortage of stationery, unavailability resources, denied access to services etc.

4.2 Exclusions

Committees should clearly and distinctively differentiate between an employee grievance system which is codified within the Labour Relations legislation and hence does not form part of this Citizen Complaints and Compliments Management framework.

For example, complaints between manager/supervisor and subordinate involving PMDS, exclusion in implementing certain resolutions, denied bursaries etc, in such an employee is advised to lodge his/her complaint with Labour Relations Sub-Directorate.



5. COMPLAINTS/COMPLIMENTS COMMITTEE MEMBERS

As per attached, Appendices (ii).

6. RESPONSIBILITIES OF COMMITTEES

6.1 Chairperson

- a) Handle the keys for the Suggestions/Compliments Boxes.
- b) Opening of Suggestions/Compliments Boxes in the presence of Service Point Manager/Supervisor and other available Committee members.
- c) Nominate somebody to serve as committee secretary.
- d) Develop a schedule for opening of Suggestion/Compliments Boxes and circulate it to Managers/Supervisors and also to Committee members.
- e) Develop a schedule for sitting (*rotation arrangement preferred*) to committee and circulate it to Managers/Supervisors and also to Committee members.
- f) Prepare invitation letter (inclusive of date, venue and time) for opening of boxes and sitting of committee and circulate it to Managers/Supervisors and also to Committee members.
- g) Serve to direct and chair Suggestion/Compliments Management Committee during sittings.
- h) Communicate outcome/feedback in writing (letter/email) of complaint/s received to complainant/s and same copied to SDI Coordinator at Head Office.
- i) Report progress on monthly basis to the SDI Coordinator at Head Office.
- j) Circulate the Complaint/Compliment/Suggestion Form and ensure continuous availability of same at service points/offices in his/her area of jurisdiction.

6.2 Secretary

- a) Develop Attendance Registers and filing of same.
- b) Record all proceedings during sitting of the committee and ensure safe keeping (filing) of same.
- c) Record all contents received from the boxes i.e Complaints, Compliments and Suggestions.
- d) Reference all complaints received.
- e) Acknowledge telephonically all complaints received to the complainant/s.



6.3 Other Committee Members

Attend to all activities as invited by the Chairperson.

Assist in the distribution of Complaint/Compliment/Suggestion Form and ensure continuous availability of same at service points/offices.

Report every challenge/s experienced at service points/offices and report same to the District SDI Coordinator.

7. REPORTING

Committees are expected to report progress on complaints and compliments management on monthly basis to the SDI Coordinator at Head Office as this will be consolidated to Departmental monthly and quarterly progress reports.

7.1 Acknowledgement

Complaints are to be telephonically acknowledged in five (5) working days after the date of opening of Suggestions/Compliments Boxes.

7.2 Timeframe

- i. Complaints are to be resolved in **45** working days after opening of Suggestions/Compliments Boxes.
- ii. Outcome to be communicated to the complainant in **10** working days in writing after sitting of the committee by the Chairperson.
- iii. Complaints that cannot be resolved instantly or may need enough time to be resolved i.e office space/buildings may be brought to the attention of the Head of Department and copied also to the Responsible Manager for further handling.

8. RESOURCES

- i. Committees are advised to convey their meetings/sittings in the Departmental Offices/Boardrooms.
- ii. Prior release and transport arrangements are to be communicated timely with the relevant and responsible managers.
- iii. Cost Containment Measures are to be strictly adhered to as prescribed in Treasury Regulations and PFMA.
- iv. Schedules of opening of Suggestions/Compliments Boxes and sittings of committees to be circulated timely to all committee members, copied to their managers/supervisors and to the SDI Coordinator at Head Office.



- v. Managers/Supervisors are humbly requested to release the affected employees to attend meetings/sittings as and when invited by the Chairperson as this will be furthering interest of the Department focusing on service delivery improvement.
- vi. Committees may also advice the Responsible Managers to include office needs in their Procurement and Demand Plans.

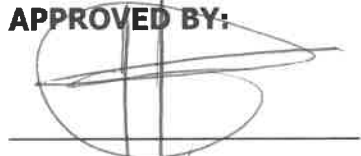
9. COMMENCEMENT AND REVIEW

The document will become effective immediately upon approval by Head of Department and may be reviewed and amended as and when the need arise or alternatively in **May 2031**.

10. APPENDICES

- i) Complaint/Complement/Suggestion Form
- ii) Complaints and Compliments Management Policy (to be reviewed)

APPROVED BY:



Dr HANS KEKANA

HEAD OF DEPARTMENT

27/05/2025
DATE



Complaints and Compliments Management Committees are structured as follows:

BOJANALA DISTRICT			
No.	Surname and Initials	Office / Station	E-mail Address
01.	Motsatsi L	Acting District Director Committee Chairperson	LMotsatsi@nwpg.gov.za
02.	Mogobye EM	Mogwase Traffic Station SDIP District Coordinator	EMPmogobye@nwpg.gov.za
03.	Selekolo DL	Rustenburg Traffic Station	LSelekolo@nwpg.gov.za
04.	Mohlala MR	Makapanstad / Moretele Traffic Station	MRMohlala@nwpg.gov.za
05.	Mashigo YL	Mogwase DLTC	lesegomash@gmail.com
06.	Seeti NG	Bapong TCC	gloriaseeti378@gmail.com
07.	Mmekwa I	Brits Traffic Station	IMmekwa@nwpg.gov.za
08.	Tyamzashe S	Mogwase RA	tyamzashesibo@gmail.com
09.	Mothapo D	Koster Traffic Station	MMothapo@nwpg.gov.za
10.	Makwe O	Mogwase VTS	IMoraka@nwpg.gov.za
11.	Moema MJ	Madikwe DLTC	MJMoema@nwpg.gov.za
12.	Segakweng N	Road Safety Management	NSegakweng@nwpg.gov.za
13.	Pile MS	Pilanesberg Airport	MSPile@nwpg.gov.za
14.	Tshegofatso Noge	Potchefstroom OLP	TNoge@nwpg.gov.za
15.	Moremong M	Registering Authority	MMoremong@nwpg.gov.za
DR KENNETH DISTRICT			
01.	Mohono TP	District Director Committee Chairperson	Pmohono@nwpg.gov.za
02.	Kgashwane LA	Wolmaranstad Traffic Station SDIP District Coordinator	LKgashwane@nwpg.gov.za
03.	Matlokotsi BP	Potchefstroom TCC	BPMatlokotsi@nwpg.gov.za
04.	Mokgatle OI	Ventersdorp Traffic Station	OMokgatle@nwpg.gov.za
05.	Rieckert L	Klerksdorp Traffic Station	LRieckert@nwpg.gov.za
06.	Sefika TH	Ventersdorp TCC	HPSefika@nwpg.gov.za
07.	Tshegofatso Noge	Potchefstroom OLP	TNoge@nwpg.gov.za
08.	Mogorosi TM	Klerksdorp Traffic Station	tmnogorosi@nwpg.gov.za
09.	Tsoeute S	Road Safety Education	<u>STsoeute@nwpg.gov.za</u>
10.	Moamogwa MM	Wolmaranstad Traffic Station	MMoamogwa@nwpg.gov.za
11.	Abdool Gany S	Government Fleet	SAbdoolgany@nwpg.gov.za

DR RUTH SEGOMOTSI MOMPATI DISTRICT

No.	Surname and Initials	Office / Station	E-mail Address
01.	Senwedi S	District Director Committee Chairperson	SSenwedi@nwpg.gov.za
02.	Julius F	Vryburg District Office SDIP District Coordinator	FJulius@nwpg.gov.za
03.	Pitso B	Ganyesa DLTC	Boikanyo Pitso@nwpg.gov.za
04.	Maputle KPM	Christiana Traffic Station	KPMaputle@nwpg.gov.za
05.	Manoto B	Taung DLTC	BoipeloManoto@nwpg.gov.za
06.	Thomas MS	Road Safety Education	MThomas@nwpg.gov.za
07.	Matsime ME	Government Fleet	MatsimeM@nwpg.gov.za
08.	Jantjies EG	Vryburg Traffic Station	EJantjies@nwpg.gov.za
09.	Seleka W	Mahikeng OLP	WSeleka@nwpg.gov.za
10.	Tlholoe TI	Registering Authority	TTIhole@nwpg.gov.za

NGAKA MODIRI MOLEMA DISTRICT

01.	Kotu P	District Director Committee Chairperson	PelotshweuM@nwpg.gov.za
02.	Motlhabi NL	Lichtenburg TCC SDIP District Coordinator	NMotlhabi@nwpg.gov.za
03.	Sefularo MD	Lehurutshe DLTC	DSefularo@nwpg.gov.za
04.	Sommerset LS	Lichtenburg Traffic Station	SSomerset@nwpg.gov.za
05.	Noge M	Montshiwa Traffic Station	MNoge@nwpg.gov.za
06.	Netshisaulu HV	Zeerust TCC	HNetshisaulu@nwpg.gov.za
07.	Barnard JG	Lichtenburg TCC	JBarnard@nwpg.gov.za
08.	Keameditse MH	Delareyville Traffic Station	Mohemedihappy@gmail.com
09.	Lekhuleni B	Road Safety Education	bmookua@nwpg.gov.za
10.	Itumeleng L	Legal Services	LKItumeleng@nwpg.gov.za
11.	Gaotime C	Government Fleet	GGaotime@nwpg.gov.za
12.	Seleka W	Mahikeng OLP	WSeleka@nwpg.gov.za
13.	Tlhole TI	Registering Authority	TTIhole@nwpg.gov.za

Approved by:

**Dr HANS KEKANA****HEAD OF DEPARTMENT**

DATE: 27-05-2025





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HUMAN RESOURCE MANAGEMENT

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Mafikeng, 2745
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Tel: +27 (18) 200 8266

ANNEXURE "G"

FORM TO LODGE A COMPLAINT, RECORD A COMPLIMENT OR SUGGESTION

For Office Use Only	
Ref No.	Office

Date _____

Do you want to: (Mark with X)	Complain	Compliment	Suggest
Details of the person lodging a complaint or recording a compliment or suggestion			
Surname			
First Name			
Contact Details	Cell Number		
	Postal Address		
	Physical Address		
	E-mail Address		
Service Point			
Citizens (Customers) to complete their complaint/compliment or suggestion in the space provided underneath			

Signature of citizen (customer) _____

"Let's Grow North West Together"

