



SERVICE DELIVERY CHARTER

Our Charter provides you with:

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

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-MPACCT

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

- ✓ Integrity
- ✓ Innovation
- ✓ Motivated
- ✓ Passionate
- ✓ Accountability
- ✓ Client focused
- ✓ Commitment
- ✓ Team work



DEPARTMENTAL SERVICES

1. TRANSPORT ADMINISTRATION & LICENSING

- ✓ Application of personalized license number plates
- ✓ Registering and licensing government fleet
- ✓ Authorizing application of duplicate certificate e.g. motor vehicle
- ✓ Introducing build-up motor vehicle extra into eNatis system
- ✓ Registration & licensing of motor vehicle
- ✓ Special / temporary permit
- ✓ Selling departmental tender documents

2. ROAD TRAFFIC MANAGEMENT

- ✓ Application of professional driving permits
- ✓ Application for roadworthy certificate
- ✓ Application for certificate of fitness
- ✓ Application for abnormal permit
- ✓ Processing of appealed learners and drivers licenses, professional driving permit, road-worthy and certificate of fitness
- ✓ Application for learner's license
- ✓ Application for drivers licenses

3. CRIME PREVENTION

- ✓ Establishment of Community Safety Forums in Municipalities
- ✓ Assessment of functionality of the established Community Safety & Police Forums
- ✓ Funding of the Non Profit Institutions for social crime prevention projects
- ✓ Coordinating Crime Prevention through Environmental Designs to promote personal safety in communities.
- ✓ Monitoring the School Safety Programme and functionality of Adopt-A-Cop Programme
- ✓ Conduct advocacy programmes on social crime prevention through presentations on different programme

4. ROAD SAFETY

- ✓ Establishing of the scholar patrol programmes at schools
- ✓ Monitoring of scholar patrol in the morning and afternoon
- ✓ Providing road safety education awareness campaigns to the community
- ✓ Providing learners and drivers license training to Grade 11 & 12 learners.

DEPARTMENTAL SERVICES

5. TRANSPORT MANAGEMENT

- ✓ Providing scholar transport to learners as per the identified historical disadvantaged areas (Farms and rural schools)
- ✓ 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.
- ✓ Providing subsidized Commuter transport
- ✓ Provision of subsidised transport to commuters in the province.
- ✓ Monitor the operation of the commuter transport services

6. OPERATOR LICENCE AND PERMIT

- 6.1 Processing and adjudication of applications for:
 - ✓ New operating licences on all Public Transport vehicles.
 - ✓ Amendment of a route on all Public Transport vehicles
 - ✓ Transfer of a licence on all Public Transport vehicles.
 - ✓ Conversion of a permit on all Public Transport vehicles.
 - ✓ Renewal of a licence on all Public Transport vehicles.
 - ✓ Additional authority on an existing licence on all Public Transport vehicles.
 - ✓ Change of particulars on a licence on all Public Transport vehicles.
- 6.2 Processing and adjudication of: -
 - ✓ Amendment of timetables or conditions on a licence on all Public Transport vehicles.
 - ✓ Replacement of a vehicle on all Public Transport vehicles.
 - ✓ Applications duplicate of a lost licence on all Public Transport vehicles.
 - ✓ Issue temporary licences on vehicles having licences and temporary replacement.
- 6.3 Conflict Management on all Public Transport operations in the entire Province, neighbouring provinces and neighbouring countries

7. MONITORING AND OVERSIGHT

- ✓ Unannounced visits to police station (Service delivery audits).
- ✓ Receive complaints from communities against the SAPS and investigate service delivery complaints against SAPS
- ✓ Give feedback to complainants regarding progress received from SAPS
- ✓ Compile and submit police stations visits reports to Head of Department and National Office (Announced visits).
- ✓ Submit Domestic Violence Act compliance reports by police stations to National office.
- ✓ Compile crime trends and analysis and rate of convictions reports.





Our Commitment to you

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

In 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:

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



When you have a complaint:

Please inform us immediately if you did not receive a good service. 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

1. On receipt, all complaints are registered and acknowledged in writing within 5 working days.
2. In our acknowledgement we will outline the action to be taken
3. 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
4. If you are not satisfied, you may refer the matter to the Public Protector or member of Legislature

When you call:

1. Your call will be answered within 5 rings.
2. We will identify ourselves by name.
3. Direct your enquiry to the appropriate section/person.
4. 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.
5. Deal with your enquiry promptly.

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**

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



WE CARE



WE BELONG



WE SERVE



CONTACT US

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DISTRICT OFFICES

- > Ngaka Modiri Molema – 018 632 0162/0148
- > Dr Ruth Segomotsi Mompoti – 053 927 5004
- > Dr Kenneth Kaunda – 018 293 7660
- > Bojanala – 014 594 0763

Toll-Free Number: 0800 204 992