

SERVICE COMMITMENT CHARTER



DEPARTMENT OF TRANSPORT

172 BURGER STREET
PIETERMARITZBURG
3200

WHY DO WE HAVE A SERVICE COMMITMENT CHARTER

This Charter sets out our standards of service adopted by the employees of this Department to provide services to our clients, both internal and external.

This brochure will tell you about:

- The range of services offered by this Department.
- The service standards our clients can expect.
- How to address clients' concerns.

The Department is staffed with dedicated and trained professionals, who are committed to these shared guiding principles.

OUR VISION

"Prosperity through Mobility".

OUR MISSION

We strive to meet the socio economic transformation and development needs in the province by providing the public with an affordable land transportation system that is:

Safe;
Integrated;
Regulated; and
Accessible.

We will strive to provide the public with an affordable land transportation system that is safe, integrated, regulated and accessible while delivering on our mandate and addressing the social, economic and developmental needs of our province.

WHERE CAN WE BE FOUND

Our Head Office is situated at 172 Burger Street, Pietermaritzburg, 3200.
Tel. No. 033 3558600

Regional Offices:

Pietermaritzburg Regional Office - Hyslop Rd, Pietermaritzburg
Tel. No. 033 8455800 Fax No. 033 3948931

Empangeni Regional Office – 13 Bronze Street, Empangeni Rail
Tel. No. 035 7871442 Fax No. 035 7871449

Ladysmith Regional Office – 10 Hunter Rd, Ladysmith
Tel No. 036 6384400 Fax No. 036 6384428

Durban Regional Office – 4 Aubrey Rd, Pinetown

OUR COMMITMENT TO OUR CLIENTS

This Department, through its four Regional Offices, is committed to delivering high quality services to our internal and external clients. We therefore commit ourselves to serve you in an effective and efficient manner with integrity, courtesy and respect.

We commit ourselves to the following services:-

OUR SERVICES AND CUSTOMER SERVICE STANDARDS

To provide the Department with management and administrative, strategic, corporate support and financial services (including Human Resource Management, Labour relations and Legal Services) in order to ensure that it delivers on its mandate in an integrated, efficient, effective and sustainable manner.

- Vacant posts within the Department will be advertised within 2 months of becoming vacant and filled within 4 months of advertising.
- Conflict resolution, counselling and support will be provided to employees upon request. Upon receiving a referral, the Employee Health Wellness Counsellor will make contact within 24 hours.
- Workplace relationships are guided by clear policies, procedures, Collective Agreements and Legislations that have clear timeframes.
- Invoices will be processed and paid within 30 days of receipt.

To provide access to a safe and affordable road network that promotes mobility of citizens, goods and services through construction and maintenance of a transport infrastructure that is sustainable, integrated and environmentally sensitive.

- Blading of the roads will be done at an average of a four month cycle.
- The customer will receive an acknowledgement of receipt of his or her written complaint **within 5 working days** and give feedback about the decision thereof within thirty (30) days).
- In the event of wash aways of roads or bridges we will provide safety measures within 24 hours and an alternative route, **where possible** within two weeks.
- To provide safe roads we will strive to patch all potholes within 72 hours – (3 days) of occurring.

To ensure the provision of a safe road environment through the regulation of traffic, public infrastructure, law enforcement and the registration and licensing of vehicles and drivers.

- To deploy road traffic officers on our roads to ensure compliance with traffic laws – 100% compliance with the NRTA93/96 (*National Road and Traffic Act*).
- Learner and driver licenses backlog should not exceed 8 weeks.
- Promote road safety through awareness campaigns, teaching road safety to learners at schools and ensure involvement of stakeholders across society and members of the public at large in road safety matters through running at least 3 campaigns a month.
- Registration and licensing of vehicles at the counter should not exceed 30 minutes per transaction.
- Renewal of licences at the counter should not exceed 15 minutes per transaction.

To plan, regulate and facilitate the provision of an integrated land transport service.

- 100% compliance with NLTA (*National Land and Transport Act*) 05 of 2009 and its regulations.
- Lodging of applications for operating licences and permits at the counter will not exceed 15 minutes and also turnaround time for obtaining operating licenses will not exceed 3 months.

This Department aims to provide a professional, courteous, efficient and helpful service to all our clients at all times.

Specifically, we will make every effort to ensure that the following standards are met:

- Our offices will be open on working days at the following times:

Monday - Friday from 7:30 am - 4:00 pm

- We commit ourselves to answer all telephone calls promptly within 5 rings. All calls will be answered with courtesy. We will assist you or we will get your information to a member of our team to return your call no later than the next business day.
- We commit ourselves to treat your sensitive matters with the utmost confidentiality.
- We aim to use the email 'out of office' notice to inform our customers when we are away from the offices and will provide alternative contact details.

When you have a complaint or suggestion

- Please bring it to our attention. You may write, e-mail, fax or lodge your complaint either telephonically or by visiting our nearest offices.
- On receipt, all complaints are registered and a reference number given for any further queries or updates. Every complaint is acknowledged in writing within 5 working days.
- In our acknowledgement, we will outline the action to be taken.
- Depending on the nature and complexity of your complaint, we will resolve all complaints within 21 working days or we will work with you until the issues are resolved.

Our services are free except where it is specified

Integration of Batho Pele Principles to our services and standards

Consultation

Our clients will be consulted about the level and quality of the services they receive and, wherever possible, will be given a choice about the services that are offered.

In this regard, we will use:

- Suggestion Boxes.
- Consultative Forum.
- Surveys on services rendered.
- The media, i.e. adverts in newspapers.

Service Standards

Clients will be told what level and quality of service they will receive so that they are aware of what to expect. These standards will be set at a level that is demanding yet realistic.

- To publish the Service Commitment Charter for public scrutiny and suggestions on areas of improvements and other suggestions; and
- Develop, review and monitor performance improvement plan annually.

Access

Our clients will have equal access to the services to which they are entitled.

- We have indicated our physical location i.e. 172 Burger Street as well as the location addresses of four Regional Offices.
- We will publish our starting and finishing official hours, and our services will be accessible at all times during working hours by the staggering of lunch breaks of employees; and
- Ensure increased accessibility to people living with disabilities.

Courtesy

Clients will be treated with courtesy and consideration.

- Providing customer service training that includes the Batho Pele principles and associated action plans to all staff members within the Department;
- Dissemination of information, creation of awareness and conducting of workshops on the Public Service Code of Conduct to all employees;
- Acknowledgement of correspondence within five (5) working days of receipt; and
- Improvement of public relations, code of conduct, dress code and telephone etiquette.

Information

Clients will be given full and accurate information about the public service they are entitled to receive.

- We will use the departmental website, circulars and e-mail service to disseminate information to staff members.
- Develop pamphlets and brochures pertaining to departmental related matters for distribution to our clients.
- Publishing the results of the customer satisfaction survey two months after being conducted.
- We will use the media and other forums of public engagement including events to communicate budgets, service delivery programmes and projects of the department.

Openness and Transparency

Citizens will be given information on how the three spheres of government, that is, national, provincial and local government and the various departments function, as well the cost of the services provided.

- Ensure that departmental related plans, strategies, policies, procedures and reports are available to all stakeholders through the intranet and Internet as well as at our offices.
- Ensure that as far as possible, any human resource information reaches all employees affected.
- Making available and updating contact details of the department's employees on the departmental Intranet.

Redress

If the promised standards of service are not delivered, citizens will be offered an apology, a full explanation and a speedy and effective remedy. When complaints are made, citizens will receive a sympathetic, positive response.

- We will acknowledge written correspondence and provide an apology within five (5) working days. Responses to written correspondence will be provided within 21 working days of receipt

and keep the complainant fully informed of progress if the matter has to be further investigated.

- We will acknowledge verbal queries and complaints and provide an apology within the first day of receipt. If there is no immediate solution, the enquiry will be referred to the relevant official for further investigation and response and the client will be informed of the details of the person/s responsible to resolve the issue and by when.
- We will respond to telephonic complaints within five (5) working days.

Value for Money

Public services will be provided economically and efficiently in order to give citizens the best possible value for money.

- Delivery of services according to approved business plans and within the allocated budget – to be reported on in annual reports; and
- Identifying best practices and innovations related to cost saving mechanisms that will be included in quarterly and annual reports.
- Compliance with applicable cost cutting measures.

Encouraging Innovation and Rewarding Excellence

The Department will ensure that an environment conducive to the delivery of services is created to enhance the capacity of their personnel to deliver excellent services.

- Establish departmental non-financial awards for recognition of excellence.
- Establish Learning Networks and Employee Forums to share best practices.
- Keep track of the number of contributions made (ideas, suggestions, innovations) by each employee and how many were implemented and the impact thereof.

Service Delivery Impact

The Department will measure and report regularly, using the sum total of all Batho Pele initiatives, the impact of the Batho-Pele based service delivery on the lives of the citizens of KwaZulu-Natal, in the first three years and, thereafter every five years.

- To establish a measure to report regularly on the impact of our services on the lives of citizens.
- Will continue to adjust plans in line with new priorities and objectives of the department to ensure optimal service delivery to our clients.

Leadership and Strategic Direction

All the leaders in the service delivery chain will provide direction, ensure alignment, engage staff, create effective partnerships and demonstrate ethical as well as sound values.

- Dissemination of information on the strategic focus of the department to all employees;
- Customer focused, effective, user friendly and aligned strategic plans to be in place and published;
- Conduct climate surveys to obtain feedback from subordinates, peers, superiors and customers on the leadership style, conflict-handling skills, communication, motivation, decision making and inter-personal skills; and
- Leaders to have personal development plans in place at the beginning of each financial year in line with performance agreements.

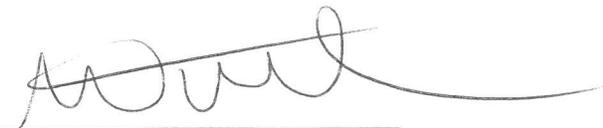
Date of review: 2015



Mr. B.S. Gumbi
Head of Department

09/12/2014

Date



Mr. T.W. Mchunu
MEC for Transport,
Community Safety and Liaison

18/12/2014

Date