



DEPARTMENT OF TRANSPORT
SERVICE DELIVERY CITIZEN'S CHARTER
2024 - 2029

1. Kwazulu-Natal: Department of Transport

2. Mission

Facilitate the mobility of people and goods by optimising the usage of all modes of transport through an efficient, reliable, integrated, safe, universally accessible and environmentally friendly transportation system.

3. Vision

Prosperity through a smart transportation system

This means that as a department we connect the province, the country, Africa and the world, through a globally competitive and sustainable transportation system that drives socioeconomic growth and improves the quality of life of our people.



4. Overview of services offered

The Department will, through its reviewed strategy, continue the work of delivering bridges and blacktop roads for the province and thereby sustain the momentum we have built in land transport as far as job creation is concerned.

The Department have Five Strategic Thrusts that guide the provincial delivery of transport services that provide a cornerstone upon which the departmental strategy is based. These five strategic thrusts are:

- safety as an enabler of service delivery;
- public and freight transport systems that provide ease of mobility and an economy that works;
- infrastructure build that stimulates economic growth and job creation;
- building a maritime nation, elevating the oceans economy; and
- accelerating transformation towards greater economic participation.

The Department of Transport therefore provides the following services:

- Provision of gravel and tarred road
- Provision of public transport
- Provision of public transport licences or permit
- Provision of driving licence
- Provision of registration of Driver Licence Testing Centre's (DLTC's), Registering Authorities (RA's)
- Provision of Manufacturers and Vehicle Testing Stations (VTS)
- Provision of licensing of vehicles
- Provision of abnormal loads permits
- Provision of title holders/ logbook
- Provision of road safety education and awareness programmes
- Provision of law enforcement and control
- Provision of empowerment programmes



5. Departmental contact information official

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Component: Organisational Development Services

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6. 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: -

6.1 Customer Service Delivery Standards

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 away 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. We will ensure 100% compliance with the National Road and Traffic Act (NRTA93/96)
- Learner and driver licenses backlog will 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.

- We will ensure 100% compliance with the National Land and Transport Act 05 of 2009 (NLTA) and its regulations.
- Lodging of applications for operating licences and permits at the counter will not exceed 15 minutes and also the 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:

- 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.
- Our offices will be open on working days at the following times:
Monday - Friday from 7:30 am - 4:00 pm
- We will also notify you if our service centres like Motor Licensing Bureaus and Driving License Testing Centres are open during the weekend.



7. Current Initiatives

- Transport month held annually in October.
- Implementation/Migration to the new number plate system. As of 31 October 2024, **692191** vehicles have migrated to the new number plate system.

Law Enforcement

- Implementation of the integrated 365 Law Enforcement Plan, working with stakeholders such as the South African Police Service, Local Municipalities, including Ethekwini Metro, the Cross-Border Agency, and Immigration Services. These operations focus heavily on speed, drunk driving, weighing, and K78 multi-disciplinary roadblocks targeting driver and vehicle fitness.
- The KZN Department of Transport has significantly contributed to the concept of the SMART KZN Project, a comprehensive initiative aimed at leveraging technology to enhance law enforcement. As part of this project, we have rolled out 656 Personal Officer Devices (PODs) to provincial law enforcement officers. The device is used to issue an electronic fine to an offending motorist.
- We were also the first Province in South Africa to introduce Average Speed Over Distance on the Provincial Road Network. This innovative system, currently operational on the N3 and N2, measures a vehicle's average speed over a specific distance, thereby discouraging speeding and reducing the likelihood of fatal crashes.
- The province is currently also investigating the introduction of drone technology to assist in dealing with high-impact incidents/collisions, which includes collecting evidence against perpetrators.



Driving License Testing Centres (DLTCs)

- The province has also introduced digital systems to test applicants for learner and driving licenses with forensic capabilities and artificial intelligence aimed at reducing incidents of fraud and corruption at Driving Licence Testing Centres.
- The examination of applicants for Learners and Driving Licence tests at the five provincial Driver Licence Testing Stations will, in the medium term, only be performed by non-uniformed examiners. The Traffic Officers/Uniformed members currently performing these functions at the DLTCs will be redeployed to boost enforcement on the ground.

Road Safety

As a critical component of the "4 E's" (Engineering, Enforcement, Education, Evaluation), Education is crucial for creating a comprehensive approach to reducing road traffic accidents and enhancing overall safety. This approach is underpinned through the execution of the following activities:

- Campaigns: Educating Road users about traffic rules, safe driving practices, and the consequence of reckless behaviour helps foster a culture of safety.
- Training Programs: Offering training for drivers, cyclists, and pedestrians enhances their understanding of road safety measures and defensive driving techniques.
- School Programs: Implementing road safety education in schools engages young learners and instils safe habits from an early age.

The department currently runs Road Safety Campaigns. These campaigns focus on behaviour patterns and risk factors identified in the 2022/2023 Festive Season Road Crash Report published by the Road Traffic Management Corporation.



In addition, the department has a Road Safety Debates project that involves discussions between learners about road safety issues. Their main objective is to foster effective critical thinking about key problems related to road safety. The department also runs the Participatory Education Techniques Project, which allows learners to investigate and analyse road safety challenges. Learners engage stakeholders who could help build solutions to submit to the appropriate authorities, raising awareness and soliciting interventions.

The department has hired Asiphephe Foot Soldiers to escort learners who walk to and from school. We also have the Pedestrian Crossing Patrol, where we create safe crossing places for pedestrians in identified high-risk areas. The department also has the Thuthuka Driver License Project, which aims to empower unemployed individuals by providing them with essential road safety skills through the K53 (rules and guidelines that govern the process of learning to drive in SA) set testing method.

Engineering and infrastructure development

The province's ongoing development of a Roads and Public Transport Infrastructure Master Plan, a significant step towards a safer and more efficient transportation system. The master plan envisages systemically enhancing and expanding the existing infrastructure, focusing on road safety, reliability, and universal accessibility for road transport by users.

The Department is implementing capital infrastructure projects across the province, including road upgrades, new infrastructure, bridges (Welisizwe Henley Dam Bridge project) (P752 Bridge in Umsinga), and road rehabilitation and reseal. We want to ensure that our roads remain well maintained so that accidents are not caused by their lack of maintenance.



As part of the October Transport Month activities to deliver infrastructure development, the department is undertaking the rehabilitation project of main road P394 in Bergville.

We are maintaining our roads through the following:

- Undertaking of Roads safety appraisals
- Blacktop patching
- Non-motorised transport facilities (sidewalks)
- Line marking, road signs and speed humps
- Pedestrian bridges
- Installation of road restraint systems (safety roller barriers, guardrails, bridge parapets, handrails, etc.)
- Road rehabilitation and reseal.

In addition, we have been accelerating the rollout out of "**Operation Valamapothole**", where departmental officials and trained Vukayibambe Routine Road Maintenance participants repair potholes as they become identified in each local municipality. This programme supports the national Programme Valazonke, which is supported by a Computer Application (APP) used to identify and register potholes by the public and administered by the Department.

The Department procured and distributed to all departmental district offices 88 yellow fleet to improve the Department's internal capacity to fix potholes. Each yellow fleet has a team of 16 members per truck.



The Maintenance Programme being undertaken by the teams comprises the following activities:

- Drain clearing & Verge Maintenance
- Pipes & Headwalls
- Maintenance of fence & km posts
- Maintenance of information/guidance signs
- Pipe de-silting
- Blacktop Patching
- Maintenance of regulatory/warning signs

In addition, we further improve our road maintenance through "**Operation Siyazenzela**", where each Region of the Department pools its plant and augments its internal resources to increase the capacity of internal teams that attend to the Maintenance (blading and re-gravelling) in each District.

We also resuscitating our transport forums. We are recruiting 600 community development activists across all corners of the province to serve in the KZN Transport Forum.

8. Complaints handling and feedback mechanism.

The department invites complaints that can be submitted through, formal letters/emails, suggestion box, office walk-in, all social media platforms (Facebook, Instagram, Twitter, TikTok and YouTube). The Department recently established a new call centre which includes amongst other things, a WhatsApp number that citizens may choose to utilize. All received complaints are registered accordingly and reference numbers are generated where applicable. Formal written complaints are acknowledged within 5 working days and include a plan of action. 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.



Suggestion Box

The respective service delivery points (SDP) available within the Department use suggestion box as a means to allow service recipients submit their views on services they receive on the spot. The service centre manager ensures that the suggestion box matters are addressed timeously as per the applicable policy/complaint's procedure. Where details of the complainant are available, a written response will be generated for the complainant, informing them of receipt of the complaint. The complainant will be provided with a proposed resolution/redress process, giving timelines, depending on the type of complaint.

Call Centre

The recently established call centre is at present active and receives all types of calls from complaints, compliments, requests and enquiries on any matter. The call centre, depending on the issued or complaint raised is obliged to respond within 3 minutes. The efficient turnaround times is also supported by the appointed Champions within all the respective units in the Department. The Call Centre Agent or the supervisor is to ensure that the caller is updated timeously until the matters has been resolved. The caller is notified of their call through a Short Message Service (SMS) and is also asked to rate the call, in terms of the service they received.

The Call Centre contact details:

- Toll free number - 0800 055 505
- WhatsApp number - 060 1055 505



9. Where can we be found

Our Head Office:

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Office of the Head of Department:

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KWAZULU-NATAL PROVINCE

TRANSPORT
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A handwritten signature in black ink on a light blue background.

MR JS MBHELE
HEAD: TRANSPORT

Date: 08/11/24