

KZN Department of Transport

Service Commitment Charter

The services that we render are:

- Road Construction & Maintenance;
- Road Traffic Inspectorate;
- Driver & Learner Licensing;
- Public Transport;
- Road Safety;
- Upliftment and empowerment programmes; and
- Fleet Services.

Important contact details

Pietermaritzburg Region Tel: (033) 845 8800
Fax: (033) 394 8931

The Director
Private Bag X9003, Pietermaritzburg 3200
Hyslop Road, Pietermaritzburg 3201

Durban Region Tel: (031) 700 2222
Fax: (031) 700 2223

The Director
Private Bag X9063, Pinetown 3610
4 Aubrey Road, Pinetown 3610

Ladysmith Region Tel: (036) 635 5495
Fax: (036) 631 2256

The Director
Private Bag X9911, Ladysmith 3370
10 Hunter Road, Ladysmith 3370

Empangeni Region Tel: (035) 787 2060
Fax: (035) 787 0521

The Director
Private Bag X20031, Empangeni 3880
Cnr Ngwelezana Rd & Copper Drive, Empangeni 3880

Head Office Tel: (033) 355 8735
Fax: (033) 355 8012

The Head: Corporate Services
Private Bag X9043, Pietermaritzburg 3200
172 Burger Street, Pietermaritzburg 3201

Internet Site: <http://www.kzntransport.gov.za/home.htm>

**REPORT BAD DRIVING TO
THE MPIMPA HOTLINE -
086 221 1010**

SERVICE STANDARDS:-The Service You Can Expect From Us -

When you write to us, we will

1. Acknowledge your letter and advise you of progress within 5 working days.
2. Update and inform you of the progress until the service has been delivered.

When you have a complaint,

3. Please bring it to our attention. You may write, e-mail, fax or lodge your complaint either telephonically or by visiting our offices.
4. 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.
5. In our acknowledgement we will outline the action to be taken.
6. Depending on the nature and complexity of your complaint, we will resolve all complaints within 21 days or we will work with you until the issue is resolved.
7. Should you not be satisfied, you may refer the matter to our Head Office in Pietermaritzburg.

When you phone us, we will

8. Answer your call within 5 rings.
9. Direct your enquiry to the appropriate section / person.
10. Deal with your enquiry promptly.
11. Identify ourselves by name.

When you visit us, we will

12. Give you a warm welcome and deal with your query promptly.
13. Before any investigation and recommendation can be finalized and approved, there shall be thorough consultation with the relevant role players, e.g. RRTF's, the Road Safety Councils, etc.

WHEN YOU REQUIRE OUR SERVICES, PLEASE BRING:

- The correct documentation;
- Your identity document; and
- Your valid driver's license.

ROAD TRAFFIC INSPECTORATE

1. In case of emergencies please contact the Mpimpa Hotline which is 086 221 1010.
2. Our standard response time to emergencies is 15 minutes for urban areas and 40 minutes to 1 hour for rural areas.

MOTOR LICENSING, DRIVERS AND LEARNER LICENSES

The following transactions will be concluded within a maximum time of:

Enquiries (30 minutes)
Registrations & Licensing (90 minutes)
Renewal of Licenses (30 minutes)

Counter Hours

Monday - Friday 07:45 - 14:30
Wednesday 08:45 - 14:30

SERVICE DELIVERY QUESTIONNAIRE

A service delivery questionnaire is included for your convenience. We would welcome your feedback. Please take a few minutes to complete it so that we can know if we are meeting your expectations. We appreciate the time that you have taken to fill out the questionnaire.



KWAZULU-NATAL

Department of Transport



**SERVICE
COMMITMENT
CHARTER**

PRINCIPLES OF SERVICE DELIVERY

We undertake to:-

- * CONSULT widely with our internal & external customers;
- * Set and adhere to world-class SERVICE STANDARDS;
- * Ensure that all citizens have equal ACCESS to our services;
- * Serve our customers with COURTESY, empathy and responsibility in a friendly manner with the highest integrity;
- * Provide accurate, timeous and user-friendly INFORMATION to all citizens about the services to which they are entitled;
- * Practice OPENNESS AND TRANSPARENCY by telling citizens how we are run, our costs and who is in charge;
- * REDRESS any shortcomings in the delivery of our services in a prompt and meaningful manner;
- * Provide efficient, effective services in order to give the best possible VALUE FOR MONEY;
- * Demonstrate through our values and behavior that we encourage INNOVATION and REWARD EXCELLENCE;
- * Implement the Batho Pele principles and ensure SERVICE DELIVERY IMPACT; and
- * LEAD by example and in partnership with our stakeholders.

OUR PERFORMANCE AGAINST OUR STANDARDS

This Service Commitment Charter states the level and quality of the service our customers can expect.

The results of our performance against our standards will be published in an annual report per area at the end of every financial year.

WHEN YOU REQUIRE OUR SERVICES, PLEASE BRING:

- The correct documentation;
- Your identity document; and
- Your valid driver's license.

GOALS

☉ To save lives.

☉ To develop people, infrastructure & economy.

☉ To ensure Value for Money.

☉ To practice Good Governance.

☉ To alleviate poverty and ensure rural development.

VALUES

Customer Service

“We put YOU first.”

Teamwork

“Together we CAN make it happen.”

Integrity

“We do from the Heart.”

Recognition

“Honour positive Contribution.”

“Continuous Improvement

“No limits to excellence!”

Equity & Fairness

“Promote equality & value diversity.”

VISION

PROSPERITY THROUGH
MOBILITY