KZN Umnyango Wezokuththa

Incwadi Eyimvume Kahulumeni Enikeza Amandla Okwenza Umsebenzi

Izinhlobo zemisembenzi esilwenzayo yilezi:

- Ukwakhiwa kwemigwaqo kanye nokugcina imigwaqo esimweni esifanele;
- Ukubheka ukugcinwa komthertho womgwaqo ngabasebenzisi bawo;
- Ukushicilelwa kwamaphepha mvume okushayela kanye nokufundela ukushayela;
- Izinqola esithutha umphakathi;
- Upiko olubheke ezokuphepha emgwaqeni;
- Ukwenza umsebenzi oyinqubekela phambili kanye nezinhlelo zokuthuthukiswa kwemiphakathi
- Uphiko olubhekene nokusebenza kwezimoto zikahulumeni

Iminingwane ebalulekile yezindawo lapho ungthola khona usizo:

Isifunda sase Pietermaritzburg — Tel: (033) 342 1501, Fax: (033) 394 8931

Umqondisi
Private Bag X9002, Pietermaritzburg 3200
Hyslop Road, Pietermaritzburg 3201

Isifunda sase Durban — Tel: (031) 700 2222, Fax: (031) 700 2223

Umqondisi
Private Bag X9063, Pinetown 3610
4 Aubrey Road, Pinetown 3610

Isifunda sase Ladysmith — Tel: (036) 635 5495, Fax: (036) 631 2256

Umqondisi
Private Bag X9911, Ladysmith 3370
10 Hunter Road, Ladysmith 3370

Isifunda sase Empangeni — Tel: (035) 787 2060, Fax: (035) 787 0521

Umqondisi
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

SIYACELA UKUTHI USIBIKELE NGALOWO OSHAYELA BUDEDENGU EMGWAQENI ONGATHOBELI IMIYALELO YOMGWAQO KULENOMBOLO YAMAHALA ETHI 086 2211010 (MPIMPA HOTLINE)

IMIGOMO YOMSEBENZI:- Usizo ongalindela ukulithola kithina yilolu

Uma usibhalela, siyokwenza lokhu

1. Sizoyamukela ngezandla ezimhlophe incwadi yakho futhi sibuye sikwazise ngokuqhubekayo ngokuqhubekayo ngodaba lwakho zingakapheli izinsuku ezinhlanu zokusebenza siyitholile incwadi yakho
2. Sizoqhubeka sikunikeza ulwazi ngokwenzekayo ngodaba lwakho kuze kufike isigaba lapho udaba lwakho luphothulwa khona.

Uma unesikhalazo,

3. Sicela usethule ehovisi lethu. Ungasibhalela, usithumelele e-mail, usithumelele ngesikhahlamezi, usazise ngokuthi usishayele ucingo noma usivakashele ehovisi lethu.
4. Zonke izikhalo ezamukelwayo ziyashicilelwa phansi kube nenkomba eyinombolo onikezwa yona ukuze ukwazi ukulandela okwenzekayo ngodaba lwakho. Zonke izikhalo zizokuphendulwa ngezincwadi zingakapheli izinsuku ezinhlanu zokusebenza.
5. Ekuphenduleni kwethu ngezincwadi sizokucacisa ngokusobala ukuthi isinyathelo esizosithatha ukulandela udaba lwakho.
6. Umkhombandlela uzoqhamuka esimeni sesikhalazo sakho nohlobo lwaso sizozixazulula zonke izikhalazo ngaphambi kwezinsuku ezingamashumi amabili nanye zokusebenza noma sizosebenzisa nawe kuze kufinyelelwe esiphethweni sodaba.
7. Uma kunokwenzeka ukuthi kawugculisekile ngomuphumela wesikhalazo sakho, ungakwazi ukusidlulisela phambili enhloko hovisi uPietermaritzburg.

Uma usishayela ucingo

8. Sizophendula ngaphambi kokukhala kocingo kahlanu.
9. Sizodlulisa isikhalo sakho emnyangweni oqondene naso ngqo.
10. Sizosixazulula ngokushesha nangendlela efanele isikhalo sakho.
11. Lowo ophendula ucingo noma ophethe udaba lwakho uzozichaza igama lakhe.

Uma usivakashela ehovisi

12. Sizokwamukela ngezandla ezifundumele sixazulule isikhalo sakho ngokushesha nangendlela efanele.
13. Ngaphambi kokuba kwenziwe noma iluphi uphenyo kanye nokuthi kufinyelelwe kwizincomo futhi zamukelwe ngokuphelele konke lokho kuyakwenziwa ngokulandela izindlela zokuxhumana nabobonke ababalulkile ukubamba iqhaza okungaba, ikomidi lomphakathi wasemakhaya eliphethe ezokuthutha (RRTF) kanye neKomi elibheke ukuphepha emigwaqeni (Road Safety Councils).

UMA UDINGA USIZO LWETHU, SICELA UPHATHE

- ☑ Izincwadi ezifanele;
- ☑ Umazisi wakho - ID
- ☑ Izincwadi zokushayela.

UPHIKO OLUBHEKELE UKUGCINWA KWEMITHETHO

1. Uma kwenzeka kuqhamuka isimo isimo esiphuthumayo esingadala ingozi noma esiyingozi sicela ushayele kulenombolo engulayini wokumpimpa yamahala 086 221 1010.
2. Umgomo wethu wokunikeza impendulo ocingweni wesimo esiphuthumayo umi kanje: ezindaweni ezisemadolobheni sikikeza impendulo ngaphambi kwemizuzu eyishumi nanhlanu kanti uma usendaweni esemakhaya kusithatha imizuzu engacishe ibe ihora elilodwa ukunika impendulo.

IHOVISI LOKUSHICILELA AMAPHEPHA MVUME OKUSHAYELA KANYE NAMPHEPHA MVUME OKUFUNDA UKUSHAYELA

Ukwenza umsebenzi walokhu okulandela kukalelwe isikhathi esingene kanje:

Ukubuza imibuzo: Imizuzu engamashumi amathathu	(30 minutes)
Ukubhalisa nokuthola iloyisensi yemoto: Imizuzu engamashumi ayisishangalolunye	(90 minutes)
Ukuvuselela ilayisensi: Imizuzu engamashumi amathathu	(30 minutes)

Izikhathi sokusizakala ehovisi ilezi

Umsombuluko kuya Kulwesihlanu	07:45 kuya 14:30 ntambama
Ngolwesithathu	08:45 kuya 14:30 ntambama

IPHEPHA ELINEMIBUZO MAYELANA NOKWENZIWA KOMSEBENZI

Siyathanda ukuthi uthole ithuba elifanele lokuthi uzimbandakanye nathi kuleliphepha elinezinhlelo eziyimibuzo ephathelene nokwenziwa komsebenzi. Sizolwamukela ulwengezo mbiko lwakho ngezandla ezivulekile. Siyacela ukuthi uthi ukuthatha imizizwana emibalwa ugcwalise lelipheshana khona sizoba nalo ulwazi lokuthi siyakwazi ukuhlangabezana nezidingo ezilindelekile emphakathini. Siyabonga isikhathi osithathile ukuthi usigcwalisele leliphepha elinemibuzo mayelana nokwenziwa komseenzi.

KWAZULU-NATALI

Umnyango Wezokuthutha

INCWADI EYIMVUME KAHLUMENI ENIKEZA AMANDLA OKWENZA UMSEBENZI

PRINCIPLES OF SERVICE DELIVERY

Thina singumnyango sizimisele ukwenza lokhu:-

- UKUXOXISANA ngokuvulelekile namakhasimende ethu angaphakathi kanye nawangaphandle;
- UKWENZA IMIGOMO YOMSEBENZI ibeseqophelweni lamazwe omhlaba,
- Ukwenza isiqiniseko sokuthi wonke umphakathi ngokulingana uthola AMATHUBA osizo lomsebenzi esiwenzayo;
- Ukuphatha khle amakahazimende ethu NGESINEKE nangozwelo lokuzibophezela ekusebenzisaneni ngenhlonipho nangobuqotho obusezingeni eliphakeme;
- Ukunikeza usizo oluqondile zikhathi zonke nokwakha ubudlelwane NGOLWAZI kuwowonke umphakathi ngomsebenzi obanika ilungelo lokuthi bawenze;
- Ukuzijwayeza UKUVULELEKA NOKUBEKA IZINTO OBLALA ngokwazisa imiphakathi izindlela umnyango osebenza ngaza ngokwesimo sezimali kanye nolwazi lokuthi ubani ophethe lowomnyango;
- UKWENZA KABUSHA zonke izinto ezibengamaphutha zilungiswe ngokuphuthumayo nokunika icazelo efanele ngesikhathi;
- Ukunikeza isiqiniseko sekhono, lokwenza umsebenzi oncomekayo okungenziwa NGOKUGCINA UBUGUGU BEMALI;
- Ukuzibonakalisa ngokugcina ibusompilo/isikompilo ngokwenza UMSEBENZI OMUHLE KABUSHA NOMKLOMELO wokwenza okuhle;
- Ukuqalisa ukusebenza kwemigomo Batho Pele ukwenza isiqiniseko sokuthi UMSEBENZI WENZIWA NGALE KOKUPHAZAMISEKA
- UBUHOLI obubonakala ngezibonelo ezinhle ukuphatha ngokuhlanganyela kanye nabobonke ababambe iqhaza entuthukweni eyinqubekela phambili.

UKWENZA UMSEBENZI NGOKUWUQHATHANISA NEMIGOMO

Incwadi evunyiwe engusomqulu kahulumeni enikeza amandla iyakucacisa ngokusobala ukuhi umsebenzi mawenziwe ngokulingana kube wuhlobo lomsebenzi oseqopheleni eliphezulu amakhasimende ethu awulindele ukuthi siwenze

Imiphumela yokwenza umsebenzi wethu siyiqhathanisa nemigomo ebekiwe iyavezwa ngokombiko mbhalo oqukethe yonke imininingwane ephathelene nokusebenza kwezimali ngokwezindawo ezahlukene

UMA UDINGA USIZO LWETHU, SICELA USIPHATHELE:

- ☑ Izincwadi ezinobufakazi obuqondile;
- ☑ Umazisi wakho oluhlaza
- ☑ Incwadi yakho yokushayela

IMIGOMO

- **Ukuphephisa izimpilo.**
- **Ukuthuthukiswa komphakathi, izinqalasizinda kanye nomnotho.**
- **Ukwenza isiqiniseko sokugcina amagugu emali.**
- **Ukuzijwayeza ukuphatha okuhle.**
- **Ukuxosha ububha kanye nokwenza isiqiniseko sokuthuthukiswa kwezindawo ezisemakhaya.**

IBUSOMPILO

Ukuphatha kahle amakhasimende
"Amakhasimende siwabeka phambili."

Ukusebenza njengeqembu
"Ukusebenza ngokuhlanganyela kungaletha impumelelo."

Ubuqotho
"Sisebenza ngobuqotho obusuka ngaphakathi."

Ukubaneso kubasebenzi
"Ukubaneso kulabo abazinikela ngobuqotho kwinqubekela phambili."

"Inqubekela phambili eqhubekayo ukwenzangcono
"Ukungabi namukhawulo emsebenzini omuhle oyinqubekela phambili!"

Ukulingana kanye nokwaneliseka

UMBONO

IMPUMELELO EYINQUBEKELA PHAMBILI EZITWENI ZOKUHAMBA