

**Service Delivery Questionnaire - Please Rate Our Service.**

Kindly indicate the office and the area -

- Road Construction & Maintenance
- Road Traffic Inspectorate
- Motor Licensing
- Driver & Learner Licensing
- Public Transport
- Road Safety
- Fleet Services
- Any support service (name) \_\_\_\_\_
  
- Empangeni \_\_\_\_\_
- Durban \_\_\_\_\_
- Pietermaritzburg \_\_\_\_\_
- Ladysmith \_\_\_\_\_
- Head Office \_\_\_\_\_

**HOW DID WE DO?**

We would like to know from you, our customer, how you were treated at your local Transport Department:

Was your query dealt with in an efficient and professional manner?

Was every effort made to assist you to resolve your problems?

Rate our-

- Cleanliness and appearance.
- Efficiency of staff.
- Staff knowledge.
- Friendliness of staff.
- Time taken to process your transaction.
- Value of service.
- Time spent queuing.
- Overall quality of service.

Was the procedure explained to with regard to your query?

Was there a follow-up and any mistakes rectified?

Comments: \_\_\_\_\_

Name and contact details: \_\_\_\_\_  
 \_\_\_\_\_  
 Telephone No.: \_\_\_\_\_

**You may hand your response in to the relevant office or you may post it to:**

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

**Service Delivery Questionnaire - Please Rate Our Service.**

Kindly indicate the office and the area -

- Road Construction & Maintenance
- Road Traffic Inspectorate
- Motor Licensing
- Driver & Learner Licensing
- Public Transport
- Road Safety
- Fleet Services
- Any support service (name) \_\_\_\_\_
  
- Empangeni \_\_\_\_\_
- Durban \_\_\_\_\_
- Pietermaritzburg \_\_\_\_\_
- Ladysmith \_\_\_\_\_
- Head Office \_\_\_\_\_

**HOW DID WE DO?**

We would like to know from you, our customer, how you were treated at your local Transport Department:

Was your query dealt with in an efficient and professional manner?

Was every effort made to assist you to resolve your problems?

Rate our-

- Cleanliness and appearance.
- Efficiency of staff.
- Staff knowledge.
- Friendliness of staff.
- Time taken to process your transaction.
- Value of service.
- Time spent queuing.
- Overall quality of service.

Was the procedure explained to with regard to your query?

Was there a follow-up and any mistakes rectified?

Comments: \_\_\_\_\_

Name and contact details: \_\_\_\_\_  
 \_\_\_\_\_  
 Telephone No.: \_\_\_\_\_

**You may hand your response in to the relevant office or you may post it to:**

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

**Service Delivery Questionnaire - Please Rate Our Service.**

Kindly indicate the office and the area -

- Road Construction & Maintenance
- Road Traffic Inspectorate
- Motor Licensing
- Driver & Learner Licensing
- Public Transport
- Road Safety
- Fleet Services
- Any support service (name) \_\_\_\_\_
  
- Empangeni \_\_\_\_\_
- Durban \_\_\_\_\_
- Pietermaritzburg \_\_\_\_\_
- Ladysmith \_\_\_\_\_
- Head Office \_\_\_\_\_

**HOW DID WE DO?**

We would like to know from you, our customer, how you were treated at your local Transport Department:

Was your query dealt with in an efficient and professional manner?

Was every effort made to assist you to resolve your problems?

Rate our-

- Cleanliness and appearance.
- Efficiency of staff.
- Staff knowledge.
- Friendliness of staff.
- Time taken to process your transaction.
- Value of service.
- Time spent queuing.
- Overall quality of service.

Was the procedure explained to with regard to your query?

Was there a follow-up and any mistakes rectified?

Comments: \_\_\_\_\_

Name and contact details: \_\_\_\_\_  
 \_\_\_\_\_  
 Telephone No.: \_\_\_\_\_

**You may hand your response in to the relevant office or you may post it to:**

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

Place stamp  
here

**Post to:**

**The Head: Corporate Services  
Private Bag X9043  
Pietermaritzburg  
3200**

Place stamp  
here

**Post to:**

**The Head: Corporate Services  
Private Bag X9043  
Pietermaritzburg  
3200**

Place stamp  
here

**Post to:**

**The Head: Corporate Services  
Private Bag X9043  
Pietermaritzburg  
3200**