



DEPARTMENT OF TRANSPORT
UMNYANGO WEZOKUTHUTHA

Enquiries : Miss A Singh
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Reference : T6/17/P

TO: ALL HEADS OF DEPARTMENT
MEMBERS OF THE MOTOR TRANSPORT ADVISORY COMMITTEE
ALL DEPARTMENTAL TRANSPORT OFFICERS

PROVINCIAL TRANSPORT MANAGEMENT (PTM) CIRCULAR NO 13 OF 2005: OFFICIALS CONTACTING MOTOR TRANSPORT SERVICES (MTS) DIRECTLY

1. A concern was raised by this office at the Departmental Transport Officers (DTO) Forum on 14 June 2005 that officials from User Departments are contacting MTS staff directly for advice and interpretation of policies and procedures. This practice is not acceptable, as queries of this nature must be directed to the DTO of the Department.
2. It must be pointed out that policies drafted by the Motor Transport Services Directorate within the Department of Transport are Provincial Policies which are of a transversal nature, and are deliberately broad in order to allow Departments the flexibility of introducing control measures and in-house procedures at operational level, which best suits the requirements of the Department. Officials within MTS are not aware of these in-house control mechanisms and procedures, and by offering advices and interpretations on matters pertaining to both official and subsidised vehicles on a broad scale could, in certain instances, contradict individual Departmental processes.
3. In view hereof, it is appropriate for officials to contact their respective DTO for advices and interpretations of policies and procedures. The DTO will also be able to gauge the types of queries that are being raised and offer the necessary training, where necessary and/or take the appropriate action to address common problems being experienced.
4. It is therefore imperative that officials be made aware of the above, and who the DTO of their Department is, and his/her contact details. MTS will not entertain such queries and will continue to refer officials to their DTO. Should DTO's require advices and assistance with the interpretation of policies and procedures, officials within MTS may be contacted accordingly.
5. Submitted for your information and necessary attention.
6. Kindly bring the contents of this circular to all relevant officials within your Department.

For Head: Transport

h: policies/circ 2005/PTM Circular 13 of 2005. Officials contacting MTS directly

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