



DEPARTMENT OF TRANSPORT
UMNYANGO WEZOKUTHUTHA

Enquiries : Miss A Singh
Extension : 2237
Reference : T6/17/P

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

3 AUG 2006

PROVINCIAL TRANSPORT MANAGEMENT (PTM) CIRCULAR NO 14 OF 2006: INFORMATION REQUIRED BY SERVICE PROVIDER FOR REPAIRS

1. A concern was raised at the DTO Forum held on 13 June 2006 by the Wesbank Auto representative that Departments are forwarding numerous pages of accident reports, affidavits, etc when booking a vehicle for an accident repair. Wesbank Auto have accordingly advised that the following are required when booking a vehicle for an accident repair:

- Registration Number of vehicle
- Current odometer reading
- Callers name and telephone number
- The name of the driver that was involved in the accident
- A brief description of the accident, e.g head on collision, in addition to the above requirements.

Wesbank Auto have stressed that they do **not** require any written reports of the accident and in this regard, it is believed that they are referring to PMT/PROF/0002 which is the Provincial Accident Report Form which must be completed for onward transmission to each Department's Loss Control section.

2. In respect of normal repairs and maintenance, the following information is required when booking the vehicle at Turndowns:

- Registration Number
- Current odometer reading
- Type of repair or service that is required
- Callers name and telephone number.

3. Departments are also advised that the Service Provider requires written requests from Departmental Transport Officers in the following instances:

- Where the vehicle requires a service, repair or fitment **prematurely**
- Accessories or repair to accessories for e.g. radios and air conditioners and tools, for e.g. jacks and wheel spanners.

4. A further concern raised by Wesbank Auto is that they are receiving many requests with the DTO's name appearing on the letter, however the letter is "pp" signed by somebody else. As this lends itself to possible fraud and heightens the risk to the Department, the Forum was agreeable that Wesbank Auto not accept such requests in the future.

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MOTOR TRANSPORT SERVICES DIRECTORATE

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5. It was also brought to the attention of the Forum that the Technical section of Wesbank Auto has been inundated with addendums that have been received already and actioned. DTO's are therefore urged to remind their Local Transport Officers to submit the addendums only once.
6. It is also mentioned for your information that if a vehicle is booked in for a service and the merchant identifies additional defects on the vehicle, these defects need to be updated on the original booking. If the booking has not been updated, the additional repair will not be authorised.
7. Wesbank Auto have also advised that if Departments are unhappy with the quality of work by merchants, such complaints must be reduced to writing and submitted to them, to allow Wesbank Auto to investigate and possibly re-allocate the work to another merchant. It must be borne in mind that the re-allocation may impact on the distribution of work to HDI's as required by the contract specifications.
8. Submitted for your information and further attention. Kindly ensure that the contents of this circular is brought to the attention of all relevant officials within your Department.



For Head: Transport

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